

Thread F/X, Inc. is a national contract decorator working with the promotional product, uniform, and retail industries. Founded in 1998 and located in Nashville, TN, our state-of-the-art facility houses our corporate offices, customer service and art department, in addition to our state-of-the-art in-house embroidery, screen printing, warehousing and fulfillment.

The Job:

The Key Account Specialist will run the day to day on several of our top accounts. Your daily responsibilities would include quoting projects which are specifically requested from the client (sourcing and pricing all wearable/soft goods items), handling VIP projects/orders, client communication, working with our internal order processing, art and production teams on orders/projects, decoration, and more. This is a unique role that is much more than a CSR but doesn't require any hard selling.

If you are a self-starter, creative, thought-provoking, and driven for success, this position is perfect for you!

ARE YOU THE RIGHT FIT?

The Key Account Specialist will be able to broaden their skill set in multiple areas for a fast-growing, energetic company. This person will have an outstanding communication skillset, charismatic and helpful personality when communicating with others. The Key Account Specialist will work with a powerful team to achieve goals and celebrate successes!

THE OPPORTUNITY:

Developing, planning, and executing projects from start to finish. Answering and providing exceptional customer service on a multi-line phone system. Responding to customer requests and assisting customers with issues. Effectively entering orders and running large scale fulfillment projects. Assisting the team with general office duties

THE REQUIREMENTS:

Prior experience in the promotional products industry- specifically in sourcing and pricing wearables and soft goods (this would be a great role for someone with experience in Sales Support or Inside Sales)

Preferred prior office admin and customer service experience

Able to work 40 hours per week (occasional overtime if needed). Office hours are 8:00am to 4:30pm CST

General PC knowledge: Microsoft Office (Word, Excel, Outlook)

We need an enthusiastic attitude to get the job done!

Provide us with 3 awesome references to tell us how great you are (You are awesome, right?)

Simultaneously able to work hard and play hard

This is a full-time position with our corporate office located in Nashville, TN (one of the hottest cities right now). We'd love to have someone that hangs out with us on site daily (you'll have a good time) but were also open to a remote opportunity as well. If you want to move here and can do it quickly- we can make that happen.

Benefits:

Paid vacation and holidays; Medical, dental, vision, and life insurance; 401k with employer contribution, and some free food along the way

We are willing to help with relocation for the right person with the right experience.

Pay is dependent on previous promotional product and Customer Service experience

Send your resume to Jobs@threadfxinc.com