

Account Coordinator

ePromos Promotional Products

St Cloud Minnesota, Accepting Remote Applications

ePromos has been the industry's leading distributor in the promotional space for over 20 years having pioneered many of the e-commerce practices which are commonplace today. Our award-winning website combined with our sales strategy, service capabilities and enterprise-level solutions set us apart and form the special sauce that is ePromos Promotional Products, LLC. We have a unique culture—one that consists of a flexible and collaborative workforce spread across the country. Our values are strong with a deep-rooted emphasis on giving back as part of our ePromos Cares mission. Together, we have worked year-after-year to continuously raise our standards and strive for growth—each year learning and adapting to what's ahead.

The Role:

As an Account Coordinator for ePromos Promotional products you constantly strive to deliver first class service to both our Sales Team and our Customers!

Tasks:

- Act as a Sales Rep advocate and partner helping drive business results
- Maintain all Service level agreements (SLA's)
- Provide administrative, clerical and customer support
- Follows up and checks on customers' orders, prices and discounts -
- Ensure the smooth flow of an order, handling client issues and enquires
- Coordinate with other departments following up on existing and prospective customers; providing first class customer experience.
- Create a relationship with Sales Reps and develop seamless interface with customers
- Verify customer and order information for correctness, checking it against previously obtained information as necessary

- Contact clients to advise them that paperwork is in their inbox, and motivate them to sign off quickly. Ensure that customer approval is obtained, regardless if change affects price
- Work through kickbacks, collect information to ensure timely order entry to minimize burden on Sales
- Handle orders, complaints and other inquiries from the customer and supplier (emails, phone calls)
- Address and solve all in-production issues with suppliers on orders in writing and obtain documented confirmation of the same, including all acknowledgments and paper proof approvals.
- Communicate to client as necessary with regard to their order, to include, but not limited to, stock issues, production delays, art changes, and accounting issues (researching/processing payment issues, reviewing purchase orders, collect payments on past due or current orders)
- Respond and resolve inquiries from unhappy customer regarding invoice, pricing, credits, returns, terms of contract, and proof of delivery
- Cover for other specialists as assigned and required by manager
- Accurate and complete note taking in all ePromos systems
- Answers routine questions and directs questions to appropriate personnel
- When necessary charge and handle report problems for samples
- Identify underlying issues, causes and work towards solving/improving our systems for both immediate and long term
- Support other departments as needed or as workload permits

Do you have what it takes?

- Resourceful, well organized, dependable, efficient and detail oriented
- Comfortable performing multifaceted projects in conjunction with day to day activities.
- Ability to work efficiently under stress
- Strong written and verbal skills

- Excellent telephone skills and computer knowledge
- Proactive problem solver
- Able to pay attention to minute detail and work at a fast pace
- Capable of work independently
- Ability to handle change in a prompt manner
- Be able to achieve high customer satisfaction (internal and external)
- Superior Time Management
- Work well with others in the organization
- Ability to support multiple people
- Accurate and concise note
- Self-motivated and disciplined
- Detail-oriented
- Independent
- Creative thinker
- Dependable
- Flexible
- Professional demeanor
- High integrity
- Friendly and engaged personality
- Mature • Persistence
- Good memory
- Open to change

The Perks:

- A competitive salary.
- A comprehensive benefits package including PTO, medical, vision, dental, and 401k with match.
- An engaging work life. You will have access to ongoing training programs and networking opportunities.
- A fun, positive work environment.
- Growth opportunities. We're growing and you'll grow with us if you prove to be a valuable member of our team!
- The ability to work remotely