

DPI, Inc. is a manufacturer of affordable yet high-quality consumer electronics, with 10+ proprietary retail brands - most notably iLive, GPX, and Memorex. Product categories range from Bluetooth Speakers to Health Tech to Small Housewares. We are a medium-sized, privately-owned organization with operations and fulfillment headquartered in St. Louis since 1971. Our products can be found in national, regional, and ecommerce retailers across the country.

We are looking for an Inside Account Manager to create long-term, collaborative relationships with our customers in our Promotional Products and Corporate Gifting channel. This will be a high-visibility role, with responsibility for managing a portfolio of customers, developing new business from existing clients, and actively seeking new sales opportunities via incoming leads from the field sales team. This person will nurture relationships with industry-leading distributors, organize and analyze internal data, disseminate information to accounts and field sales reps, and be responsible for meeting and exceeding territory revenue targets. This position will work with the Vice President of Sales for B2B and outside National Account Manager. Due to the need to collaborate closely with internal teams, this position will work out of our downtown St. Louis headquarters. Travel, if any, less than 5%.

Account management responsibilities include:

- Serve as the day-to-day account manager for our Promotional Products and Premium/Incentive/Corporate Gift channel.
- Initiate and maintain communication with accounts to promote products, trends, and special offers. Develop and distribute outbound product proposals to generate sales interest.
- Answer client queries and take ownership of RFP's.
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas.
- Liaise with cross-functional internal teams (including Sales Coordinators, Inventory Manager, Warehouse, Marketing, Accounting) to improve the entire customer experience.
- Meet or exceed annual sales targets.
- Demonstrate a robust knowledge of our brands, products/basic features, pricing, and systems to effectively present the value proposition to account contacts.
- Build and maintain strong, long-lasting client relationships to be the go-to supplier of choice.
- Ability to understand, track, report and communicate accounts' sales performance to team members and management.
- Forecast and track key account metrics (monthly product forecasts, sales trends, basic data analysis).

About you:

- Excellent listener and communicator with professional correspondence skills.
- Resourceful, creative thinker with the ability to deliver solutions in a customer-centric sales environment.
- Goal-oriented and results-driven. Self-starter.
- Organized and tech-savvy – comfortable compiling data from multiple sources (spreadsheets, ERP system, industry databases, etc.)
- Advanced Excel user who actively uses shortcuts, formulas, pivot tables, macros (VBA a big plus).

- An inherent sense of personal responsibility and ownership over your role.
- Efficient.
- Thrives on “something new every day” vs. a regimented routine.

Education/Qualifications

- Prior experience with ASI, PPAI, IMRA, ESP, and/or SAGE strongly preferred, whether from the distributor or supplier side.
- IP, CPIM, MASI, BASI, TAS, CAS, or MAS certifications a plus.
- Experience in outbound sales prospecting with a concentration in relationship-based sales.
- 2-3 years promotional sales background a plus with cursory understanding of the promotional products industry, the marketplace, the competition, and an understanding of our customer’s needs.
- Advanced User of Excel. Proficient in PowerPoint, Word, Outlook, Zoom/Microsoft Teams, Adobe (PDF). Adobe Photoshop or design software knowledge a plus. Social marketing experience a plus.
- Experience delivering client-focused solutions to meet/exceed customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration, Sales, Marketing, Journalism, or equivalent work-experience/track-record.