



We Make It  
Happen

## **Client Services Associate – full time, remote**

### **About us:**

Pride Products has been helping companies promote their brand through promotional products for over 25 years. We are seeking a **Client Services Associate** to join our team. If you like to be creative, work hard, work fast, be relentless in figuring things out, and get excited about succeeding, then we would like to meet you.

### **Role:**

The **Client Services Associate** assists our client account and order processing managers to ensure an efficient and successful order experience for our clients. The **CSA** will be fully trained and able to assist in all areas when needed as well as provide full coverage when team members are out of the office.

### **General Duties & Responsibilities:**

- Preparing client proposals, quotes and sales orders
- Executing CRM follow-up commitments
- Updating CRM notes and activities
- Submitting orders to vendors
- Following/Tracking client orders throughout production and delivery
- Resolving client/order issues
- Other tasks as assigned

### **Qualifications:**

- 1+ years of work experience in the promotional products industry or client-facing role (not retail) and experience handling many different responsibilities
- Bachelor's Degree or equivalent experience
- Exceptional Communication skills
- Strong problem-solver
- Well-developed ability to connect with people: You must be excited to help our clients with their promo needs, be super responsive and proactive
- Meticulously detail-oriented even when juggling many projects at the same time
- A learner: We need someone who loves to learn about our products and services and wants to contribute to our learning environment.
- A positive, upbeat, enthusiastic attitude towards clients and teammates.

**Join Us:**

This is a remote full-time position. M-F 8:30am-5:30pm EST. We offer:

- \$45,000-\$55,000, depending on experience
- Health Insurance
- Paid Time Off
- Receive on-going feedback for improvement.
- Work-Life Balance: rare late-night hours or weekends.

**If Interested:**

Please submit your **resume AND cover letter** to [bfox@pride-products.com](mailto:bfox@pride-products.com) with "LinkedIn Job Posting – Client Services Associate" in the subject line. Share how you could be a good fit for us based on the above description.