



Job Title: Account Coordinator

Department: Sales

Job Summary:

The role of the Account Coordinator is to provide administrative support to the sales department by working with internal departments to ensure that client needs are understood and satisfied. The Account Coordinator is required to support the Sales Team in various aspects, including but not limited to; product research, communicating with suppliers and clients to ensure projects flow smoothly and on time, addressing client complaints, collecting and analyzing data, and improving the overall customer experience. You will meet with your Sales Team as necessary to assess the overall health of the account group. This position is ideal for a person who is detail-oriented, collaborative, and takes proactive action to keep projects moving forward.

Brand+Aid is proud to be an equal-opportunity employer that values the diversity of all of our employees. We are as passionate about our brands as we are about creating a working environment centered around respect and inclusion. Our goal is for everyone to contribute, and career advancement is based on merit. We want everyone to reach their full potential!

Responsibilities:

- *Proactively support the Account Team and all sales-related work.*
- *Communicate with clients to understand their needs, address questions and provide assistance throughout the sales process.*
- *Collaborate with internal departments to facilitate client needs fulfillment.*
- *Keep accurate and current account notes using the company's CRM and messaging software.*
- *Resolve complaints and troubleshoot issues.*
- *Work closely with the Production Team and Account Team to confirm order entry is accurate and changes are up to date.*
- *Assist in preparation for client meetings and presentations.*
- *Lead all communication with clients regarding tracking, proofing, and order issues.*
- *Sends and tracks samples as requested by the Account Team.*
- *Understand timelines and deliverables as provided by the client or the Sales Team and prioritize to maintain the Brand+Aid level of service.*
- *Attend vendor meetings as requested via Zoom or Google Meet.*
- *Backup other Account Coordinators as needed.*
- *Other tasks as assigned.*

Required Skills/Abilities:

- *Excellent verbal and written communication skills.*
- *Excellent interpersonal and customer service skills.*
- *Excellent organizational skills and attention to detail.*



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- *Excellent time management skills with a proven ability to meet deadlines.*
- *Strong analytical and problem-solving skills.*
- *Strong supervisory and leadership skills.*
- *Ability to prioritize tasks and delegate them when appropriate.*
- *Ability to function well in a high-paced and, at times, stressful environment.*
- *Proficient with Google Suite, Excel, and related software.*
- *Familiarity with Commonsku preferred*

Education and Experience:

- *A bachelor's degree in business or a related field preferred*
- *2-5 years experience working in the promotional products space.*
- *Excellent leadership, interpersonal, motivational, and communication skills.*
- *Strong analytical, decision-making, and problem-solving skills.*

Physical Requirements:

- *Prolonged periods of sitting at a desk and working on a computer.*
- *Must be able to lift up to 15 pounds at times.*

