



Job Title: Experienced Customer Service Representative / Account Manager

Company: Liberty Creative Solutions (LCS) - <https://www.libertycreativesolutions.com/>

Location: Tinley Park, IL – Hybrid/ Remote options available

Resume Contact: Madisen Hipelius (mhipelius@libertycreativesolutions.com)

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Intro to LCS & Position:

Liberty Creative Solutions has been in business for almost 60 years. We are a commercial printer by trade and have expanded into offering promotional product services. We utilize our unique set of capabilities to provide our clients with custom communication solutions. Our mission is to harness the expertise of our diverse team to provide each client a personalized approach to executing their communication goals. Our team's genuine enthusiasm for what we do, coupled with working together like a close-knit family, fuels our commitment to delivering results that exceed expectations. We would like to see if you are a good fit to join our growing team. You might be a good fit for this role if you have experience in the promotional products industry, are detailed oriented and have a passion for excellent customer service and quality results.

Description:

Full Time – M-F

Responsibilities:

- Communicate promptly and professionally with vendors, and coworkers using mainly email, phone calls, teams/ zoom meetings
- Research and recommend products to clients that will have a strategic impact on their brand's image
- Create Client Presentations and Quotes
- Coordinate ordering, proofing, delivery, and billing of orders

- Familiarize yourself with LCS's unique position in the market and target opportunities that best fit our capabilities

REQUIRMENTS:

- Minimum 1-2 years of experience in the promotional products industry, on the distributor side preferred
- Proven experience in account management
- Self-motivated, disciplined, and capable of working independently
- Ability to multitask and determine highest priority tasks
- Strong written and verbal communication skills

- Knowledge of outlook, word, excel, and PowerPoint – you may be asked to complete a computer literacy assessment during the interview process

Preferred Experience:

- Familiarity with industry platforms (ASI/PPAI/SAGE, common sku, Trello)

Medical, Dental, Vision and 401k options for all full time employees.

Equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job.