



Job Title: Account Coordinator
Location: Westlake, OH

Overview of Position

This is an opportunity for a bright, energetic professional to work with a full-service marketing communications company. The successful candidate will provide exceptional sales support and account coordination for a wide range of clients. They will consistently deliver a high level of customer service, striving to exceed client expectations while maintaining company standards, goals and philosophy.

Responsibilities

- Handle all account coordination duties with the goal of building/strengthening business partnerships
- Support sales efforts through all phases of the sales cycle
- Handle all aspects of sales administration including client engagement, order processing, and billing
- Research products, prepare quotations and presentations
- Develop and maintain productive internal & external client relationships
- Act as CSR for fulfillment programs including monitoring/addressing inventory levels, restock quantities, and reorder points
- Maintain comprehensive knowledge of industry trends, products/services, vendor partners, etc.
- Serve as a brand Ambassador to support Shamrock's Corporate Mission

Requirements

- Associate or Bachelor's degree in business, marketing, or related field preferred
- 2 + years' experience in a client focused environment
- Promotional products and commercial print industry knowledge a plus
- Strong customer service orientation
- Ability to work with people in varied organizational relationships
- Demonstrated ability to multi-task, prioritize, and work with a sense of urgency to meet deadlines
- Strong written and oral communication skills
- Strong computer skills and the ability to learn new software; comfortable with modern technology
- Experience working with databases and associated file types a plus
- Above average organizational, time management and documentation skills
- High level of flexibility, reliability, and dependability
- Exceptional "can-do" attitude