



Account Manager (San Francisco Bay area)

This is an opportunity for a candidate with proven sales/account management experience to deliver Raving Fan service to existing clientele while also generating revenue by developing strategic cross-selling solutions, building long-term relationships, and proactively managing several accounts. The opportunity also includes involvement in new business selling activities. This is a full-time, exempt position generally working Monday thru Friday from 8:00 am to 5:00 pm and additional hours as needed.

Job Responsibilities

Existing Account Management

- Source client projects with both existing and new supply chain partners in the areas of print, promotional products, and various marketing services
- Proactively work with supply chain to develop creative solutions and ideas to meet and exceed client expectations
- Diligently follow up on open client proposals
- Manage projects from inception to completion in the areas of print, promotional products, and marketing services
- Serve as liaison between client and vendor(s) to assure on-time delivery
- Understand the clients' overall business objectives, and assure all internal and external resources are aligned to meet those objectives
- Prepare and present business reviews to all clients utilizing reports, Excel and PowerPoint
- Anticipate and nurture client needs through proactive presentation of creative ideas
- Coordinate and execute lunch and learn meetings
- Occasionally entertain clients and prospects; usually lunch
- Assure client satisfaction and timely cash management (accounts receivables)
- Solve any service related problems as they arise

New Business Development

- Utilize sales experience and knowledge to generate new business opportunities and enhance existing service and product offerings to maximize revenue and profitability
- Participate in the development and execution of prospect nurturing campaigns using appropriate tools (CRM, campaign management, etc.)
- Occasionally present, either in-person or telephone, company capabilities
- Network in the business community to develop prospective relationships
- Solicit referrals to generate new business opportunities

Job Requirements

- 5-7 years of sales and account management experience
- Print production experience a must
- Promotional products experience a plus
- Able to manage multiple projects at one time from start to finish
- Successful at maintaining and building strategic working relationships with clients
- Strong customer service orientation and the ability to work with people in varied organizational relationships
- Proven experience with managing outside vendors, ensuring quality standards are maintained and deadlines are met
- Excellent communication, presentation, persuasion, and listening skills
- Able to evaluate complex situations and find solutions for them
- Highly organized, detailed, and able to work under pressure to meet very tight deadlines
- Familiar with quality systems, inventory and/or fulfillment practices
- Able to review processes and remove unnecessary costs and improve efficiencies
- Able to understand and convey technical information
- Strong proficiency in MS-Office suite; Excel, Outlook, PowerPoint, etc.
- Able to maintain a high level of diplomacy, discretion, and confidentiality
- Assertive, flexible, enjoys a challenge, and accepts change
- Exceptional “can-do” attitude
- Adherence to policies, and promote and support company philosophy