



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
- Proactively 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

About Us

The Shamrock Companies, Inc, is a full-service integrated marketing company with over 40 years of experience in strategic marketing, creative design, premium and promotions, fulfillment and data management services to meet the growing needs of our customers in markets nationwide. Quality-conscious. Driven. Everything that we do at Shamrock helps define, build, and strengthen brands.