



Callard Promotional Marketing in Westerville, Ohio, is an entrepreneurial Women's Business Enterprise and has grown into one of the Top 200 promotional marketing companies in the United States. The Company is hiring an **Account Manager** to serve on the Callard Key Account Team, servicing all major accounts with the ability to understand and provide superior customer service.

As the **Account Manager**, you will manage assigned key accounts, providing product quotes, samples, order processing, and client relations, ensuring repeat and referral business. A successful Account Manager will ensure an excellent client experience while maintaining and exceeding company goals.

KEY RESPONSIBILITIES/OUTPUTS:

Account Management

- Gain understanding client's needs through discovery process and client research.
- Research and develop creative product recommendations and provide imaginative, high quality promotional solutions for clients.
- Collaborate with clients on current/future projects.
- Accurately create quotes, presentations, and proposals within CS system.
- Track YTD open quotes, open order activity and sales within the system.
- Capture costs and ensure an average of 36% GPM.
- Provide proactive sales tools for Account Leads such as virtual, spec samples, presentations.
- Maintain a pulse on industry trends through attending vendor meetings, tradeshow, and seminars.
- Assist with online stores implementation with product selection, description sheets, and implementation, including website development and program administration.
- Manage program activity, create promotions, and maintain updates, as needed.
- Actively attend and participate in all team meetings.

ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Organizational skills, including developing and working against plans and calendars.
- Ethical behavior, professional and personal integrity to ensure that the data and information of the organization is secure and properly transitioned between appropriate staff and vendors.
- Strong math skills required and ability to accurately price quote negotiate with suppliers.
- Exceptional communication, verbal, non-verbal, and written abilities to ensure clear, transparent interpretation, and distribution of organization information.
- Motivational skills to generate enthusiasm and engagement, as well as build brand awareness and loyalty to the organization's mission. Enjoys working with customers.
- A strong attention to detail.
- Self-motivated and work independently while asking for guidance when needed.

ESSENTIAL EXPERIENCE:

- Promotional marketing and account management experience preferred.
- Experience working with Microsoft Suite, Adobe Acrobat, and Adobe Illustrator required.
- Training will be provided in Commonsku and Bright Stores software.

**CREDENTIALS AND EDUCATION**

Bachelor's Degree preferred.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

This position works within a professional office environment and can be remote. Must be able to sit for an extended period of the time as 95% of the day will be stationary. Occasional overnight travel

COMPENSATION AND BENEFITS

The base salary for the position is \$35-45,000 per year plus sales commissions. Callard offers medical, dental, life and short-term disability insurance, and participation in the company's 401-k plan. You will enjoy seven paid holidays and paid time off as well as company discounts!

PLEASE NOTE THAT WE ARE PARTNERING WITH GO-HR TO FILL THIS POSITION. Please send cover letter and resume to info@GO-HR.biz. Any inquiries to Callard Promotional Marketing will be directed to GO-HR.

Callard Promotional Marketing is an Equal Opportunity Employer and does not discriminate in employment activities based on any protected class. This job description is designed to be a good representation of the job requirements but is not a comprehensive listing of activities, duties or responsibilities required of the employee. Employment Callard is at-will; this job description does not constitute a contract of employment.