

# Product Sales & Account Representative

Concept Design Studios is a full service marketing studio providing premium marketing products and services for businesses of all sizes. We are seeking to hire a full time Product Sales and Account Representative. We are looking for someone who works well with customers, has attention to detail and can oversee client accounts and projects. Qualified individuals are likely to have a background in sales or customer service with interest in marketing and/or design.

## Day to day responsibilities may include:

- Sales
  - Communicate with new and existing customers to provide product information and initiate new orders
  - Make apparel and other promo product recommendations for clients based on their desired criteria (budget, quantity, imprint method, logo/design, etc.)
  - Contribute to development and execution of outside sales processes to target select ideal customers
- Account Management
  - Translate orders into actionable “projects” in our project management software
  - Oversee apparel orders from start to finish to ensure customer satisfaction
  - Collaborate with design and production teams to complete customer orders accurately
  - Invoicing & Estimating
  - Apparel Ordering
  - Apparel Receiving/Sorting
- Customer service
  - New client account setup
  - Respond to customer inquiries and orders through email
  - Initiate orders or schedule meetings for walk-ins and phone calls

## Why work at Concept?

- We value an atmosphere of teamwork and collaboration where all team members are valued for their unique contributions.
- Our standards for quality result in long term relationships with clients and a sense of satisfaction with the work we provide.
- We value work-life balance for our employees
- Creativity goes in to every product and service we provide.

**Hard Skills:**

- Excellent computer skills - Google Suite, etc.
- Basic sales experience
- Good written and verbal communication
- Design understanding (Adobe software working knowledge is a bonus)

**Soft Skills:**

- Ownership attitude
- Teamwork - giving the next person tools to succeed
- Long-term commitment
- Positive attitude
- Hungry to learn, grow and take on new tasks
- Self-driven to learn and improve personal systems and organization
- Customer advocate
- Integrity

**On the Job Training**

- Basic knowledge of our different products and departments - Marketing, Web Development, Design, Printing, Apparel, Signs, Promotional Products
- In depth knowledge of Apparel, Signs and Promotional products and the sales process, start to finish

**Starting Date:** Position Available Immediately

**Work Schedule:** 9am – 5pm, Monday – Friday (in-office)

**Compensation:** salary DOE, Health Benefits, Advancement Opportunities