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## **Job Description**

Responsible for developing strong relationships with customers, connecting with key business executives and stakeholders. Also, responsible for growing existing relationships, overseeing orders and overall customer satisfaction for accounts.

### **Responsibilities:**

- Operates as the lead point of contact for all matters specific to assigned accounts and/or territory.
- Builds and maintains strong, long lasting customer relationships.
- Ensures the timely and successful delivery of solutions according to customer needs, requests and company objectives.
- Has a working knowledge and familiarity of all customer accounts and contacts within an assigned territory.
- Maintains customer database for assigned territory.
- Meets or exceeds revenue targets.
- Makes at least 30 outbound calls a day.
- Create and submit weekly/biweekly directed email campaigns and email blasts to the customer database for the assigned territory
- Answers inbound phone calls.
- Respond to all customer email inquiries within one hour or less.
- Is a subject matter expert on all products, pricing and decoration methods in the Logomark line. Uses this expertise to provide customers with best possible product and project recommendations (both proactively and reactively).
- Creates virtual product presentations for clients.
- Follows up on all opportunities, projects and samples.
- Enters sample requests.
- Assists with challenging client requests or issue escalations as needed.
- Identifies and acts upon upsell and cross sell opportunities.
- Backs up other team members as needed.

### **Requirements:**

- Proven work experience as an inside sales representative or relevant role.
- Demonstrable ability to communicate and influence key stakeholders at all levels of an organization.
- Experience delivering client-focused solutions to customer needs.
- Solid experience with CRM and ERP software.
- Proven ability to manage numerous projects at a time while maintaining sharp attention to detail.
- Excellent listening, negotiation and presentation abilities.
- Strong verbal and written communication skills, attention to detail

- Minimum of 2 years college coursework completed College degree preferred.
- Proficient in Microsoft Word, Outlook, Excel, PowerPoint, and Access. Able to compile and read reports.
- Promotional Products Industry experience preferred.

Job Type: Full-time

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