



Job Description: Account Executive/ Region Manager

Employer Information

Organization Name: Symphonix Solutions
Reports to: Sr. Account Manager
Job Location: Charlotte
State: North Carolina
FLSA Status : Exempt

Summary of Position

Responsible for the direct sales process, aiming at meeting and/or exceeding sales targets. Develop and maintain strategic business relationships within existing accounts to promote brand awareness and profitable business relationships. This account assignment may include some accounts with minimal account share or even pure prospects. The role requires a balance between expanding relationships with existing customers and acquiring new client relationships.

The ideal candidate must be self-driven with an entrepreneurial edge and have experience working on both small and large accounts.

About Symphonix Solutions: We are a fast-growing promotional marketing agency headquartered in Uptown Charlotte, North Carolina, with sales offices in Florida and New Jersey.

- We are solutions-driven professionals that deliver service to every client with a sense of pride, urgency, and importance. We make sure our clients only ask once to get what they need.
- Our marketing agency specializes in providing our clients with commercial print, promo, and apparel products through custom online company stores we customize on their behalf. In addition to B2B clients, we work with large consumer brands like Boy Scouts of America, Publix, Meineke, Maaco, YMCA, and LaCroix, to name a few. Account

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Management, Project Management, Product Expertise, Sourcing, and Fulfillment are core parts of our value proposition to our valued clients.

- Our team comprises client-focused sales, marketing, creative, technology, and procurement professionals with the same goal – to provide effective and efficient solutions for our customers. Our commitment to our clients and each other drives the positive work environment and is why our team members thrive. Simply put, we love what we do.
- If you enjoy learning, having variety in your daily work, and helping others succeed, this job may be for you! If you like hanging out with teammates' dogs on Fridays, day-to-day personal interactions with intelligent people who care, happy hours, pizza parties, and giant kick-ass trophies...Symphonix may be your kind of place.
- If you are high-energy and want to work inside a dynamic marketing agency, learn the business, launch a fantastic career, and serve some genuinely awesome clients...drop us a line!

Education and Experience:

- Bachelor's Degree
- 3-5+ years of B2B sales experience with a proven track record
- Preferred knowledge of print & promo, advertising or marketing (a real plus)

Salary Band:

- Salary is commensurate with experience, book of business, and sales success. \$75,000+

Essential Skills of Account Executive/Region Manager:

- **Work Independently:** Work is typically conducted unsupervised. Able to understand the business strategy and goals to execute key duties and responsibilities to meet goals and objectives.
- **Ongoing Client Support (50% of the time):** Responsible for providing ongoing support to high-value clients ensuring they receive high-quality customer service. Responsible for retaining long-term customer relationships with established clients. Grow existing account share.
- **New Clients (50% of the time):** Source and develop new business, which may include our entire scope of offerings. You will also be responsible for developing and

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implementing action plans for penetration into our existing account base. Implement business strategies to achieve profitable business relationships and identify new revenue opportunities with major accounts. All sales are Business to Business outside sales.

- **Product Knowledge & Cross-Sell:** Possess detailed product knowledge as well as a thorough knowledge of the client's business. Informs clients of new products and services as they are introduced. Recommend products and services that fit well with clients' business needs.
- **Sales Goals:** Submit short and long-range sales plans and prepare sales strategies utilizing available marketing programs to reach nominated targets.
- **Sales Management:** Serve as a liaison between clients and company departments (account management, creative, technology, accounting, etc.). Professional communication with internal partners and external clients to build trust, and confidence and manage expectations
- **Sourcing:** Coordination of vendors and suppliers to ensure timely delivery and execution. Performs other related duties and participates in special projects as assigned.

Other Skills:

- Executing assigned tasks within client projects to a specific schedule and within agreed-upon budgets
- Organization of client feedback. Addressing issues and optimizing performance.
- Generating accurate reports and status notifications
- Active participation in the planning of client strategy
- Maintain industry leading client satisfaction ratings
- Provide positive client customer service
- Encouraging team members and vendors to perform to the best of their ability
- Work with Account Team to source vendor and supplier options (quality, price, service)
- Help maintain inventory and accounting records. Work with the Account team and warehouse personnel to investigate and resolve inventory and customer order issues.

Work Environment of Account Executive/Region Manager:

Location

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- South Florida (No Relocation Assistance Available)
- Hybrid work location. A mix of Home Office and Clients' Offices available after fully established in the role.
- The company is willing to lease office space once established.

Body Positioning

- Spend Time Sitting
- Spend Time Using Your Hands to Handle keyboard, telephone, office machines
- Spend Significant Time, Each Week at Prospects' and Existing Clients' Office(s) and Location(s)

Communication

- Regular communication and/or contact with others
- Electronic Mail
- Face-to-Face Discussions
- Letters and Memos
- Text/Telephone
- Reality: Must adopt clients' preferred communication mediums

Pace and Scheduling

- Ability to work under pressure. Hit sales goals and deadlines with accurate results.
- Ability to multi-task and prioritize workflows

Role Relationships

- Manages company resources – both internal (account manager, accounting, creative services, technology, etc.) and external (suppliers and vendors)
- Works collaboratively with other account managers, customers, and vendors to achieve optimal teamwork.
- Reports to Managing Partners

Work Setting

- Indoors, Environmentally Controlled
- Travel throughout region

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