



Job Description: Account Manager

Employer Information

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

Summary of Position

The Account Manager will serve as the owner for an assigned group of clients with responsibility for retention and growth. You will focus on the accurate and timely delivery across a variety of product lines (print, promo, and apparel products) and mediums (online portal orders and offline project orders), ensuring success for both the client and Symphonix Solutions.

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 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.

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- 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!

Job Responsibilities

Communication

- Organize and manage regular client meetings to ensure open lines of communication.
- Regular communication with clients to build trust, confidence, and manage expectations.
- Organization of client feedback. Addressing issues and optimizing performance.
- Pitching fresh and innovative ideas to clients. Penetrate new business through in-person meetings and presentations with clients.

Management & Coordination

- Regularly anticipate (uncover and determine) client needs.
- Developing budgets and timelines for clients.
- Encouraging Symphonix team members and vendors to perform to the best of their ability.
- Source vendor and supplier options (quality, price, service) and educate clients on options. Coordination of vendors and suppliers to ensure timely delivery and execution.
- Completing projects to a specific schedule and within agreed upon budgets.
- Management of all clients' activities (portal management, special projects, campaigns, etc.)

Service

- Consistently provide positive client customer service. Maintain industry-leading client satisfaction ratings.
- Help maintain inventory and accounting records. Accountable if there are any discrepancies in the accounts of the clients. Work with warehouse personnel to investigate and resolve issues related to inventory and customer orders.
- Generating accurate reports and status notifications.

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Abilities

- Service Heart and Mindset (Responsive - Whatever it Takes Mindset)
- Ability to Manage Multiple Accounts/Projects Simultaneously
- Ability to Work Under Pressure and Deliver Accurate Results
- Ability to Identify and Solve Problems Quickly
- Flexible (Juggle Changing Priorities)
- Build relationships up and down the client's chain of command

Technical Skills

- Microsoft Suite
- Adobe Suite
- Internal Systems

Education and Experience:

- Bachelor's Degree with proven track record
- 3+ years' experience in Customer Success and/or Account Management
- Preferred knowledge of print & promo, advertising, or marketing
- Project Management Experience is a plus

Work Environment

Body Positioning

- Spend time sitting
- Spend time using your hands to handle keyboard, telephone, office machines
- Spend considerable time, each week, at 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
- Must adopt clients' preferred communication mediums



Pace and Scheduling

- Ability to work under pressure, hit deadlines with accurate results
- Ability to multi-task and prioritize workflows

Role Relationships

- Matrix Manages company resources – both internal and external (suppliers and vendors)
- Works in a collaborative manner with other account managers, customers, and vendors to achieve optimal teamwork.
- Reports to Sr. Account Manager

Work Setting

- Indoors, Environmentally Controlled