

Account Manager

The ideal candidate for this position is one that is highly motivated, possess excellent communication skills and works well under pressure while maintaining a positive attitude. Must also be dependable, detail-oriented, organized, can work with very little or no supervision and has great time management skills.

Duties:

- Answering calls/emails and enter into the database all customer orders
- Provide strong customer service support by positively resolving customer issues
- Following up with customers on the progress of their orders
- Work closely with other departments to resolve outstanding customer issues
- Communicate effectively and professionally with clients
- Fielding calls from potential/new customers from tradeshow leads, website, referrals, etc.
- Keep abreast of best practices and promotional trends and potential for new products and services
- Continuously improve through feedback

Qualifications/Requirements:

- High School Diploma or equivalent
- 2-3 years' experience working in an office environment
- Basic knowledge in Microsoft Office – Outlook, Word, Access, Power Point, Excel (strong knowledge of Excel preferred)
- Ability to learn quickly and ask questions as necessary
- Ability to read, write, and speak English proficiently
- Ability to problem solve and adjust to changes adeptly

Salary: DOE

Job Type: Full Time

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