



Job Title: Project Coordinator

ABOUT RED PROMOTIONS

RED Promotions provides promotional products for Fortune 100 companies to small businesses and everyone in between. Founded in 2008, we are proud to be a certified woman-owned and operated business. We partner with our clients to create products that tell their story—that speak to their brand, audience, and initiative. What sets us apart is that we are service obsessed—above and beyond is our middle name. We provide a boutique, consultative experience coupled with over \$1 billion in buying power to offer the ultimate in selection and flexibility to our clients.

ABOUT THE POSITION: The Project Coordinator is responsible supporting an Account Executive in every aspect of their role, from building strong relationships with clients to proactively managing the sales pipeline, from supporting daily sales-related activities to coordinating marketing efforts to generate new and return business. The position keeps all of the trains running on time, makes sure everything is recorded and tracked, and uses creativity and a sense of urgency to exceed client expectations.

ABOUT YOU: We are looking for someone who is smart, proactive, persistent, very detail oriented, and resourceful. You must be able to provide unwavering customer service and be an authentic human being no matter the audience—from our clients to our partner suppliers to our team. This position will do the usual project coordinator and sales assistant tasks, but will also have the opportunity to work on creative projects and build significant knowledge and relationships in the promotional product industry. This job can grow and expand based on the initiative and capacity of the person in it.

ABOUT THE ACCOUNT EXECUTIVE YOU WILL BE SUPPORTING: I am a successful Account Executive with lots of opportunities to expand my business, but no capacity to take advantage of it. I am a starter (not a finisher) that is managing a lot of projects. I am trying to get out of the detail so that I can do what I do best—create incredible relationships with clients that result in significantly increased sales. I am a little A.D.D. and scattered, so I need someone with a strong sense of urgency (can it be done 10 minutes ago?), that thrives on high energy, can manage up, isn't easily intimidated, and can keep me on track. I also need someone who can occasionally wrestle things out of my hands and just take care of them. In return, you will have a lot of fun and be sincerely, obnoxiously appreciated for your hard work.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Support sales rep in building and maintaining strong, long-lasting client relationships**
 - Provide timely, client-obsessed service that routinely exceeds expectations
 - Maintain accurate CRM accounts with up to date contact information and details like birthdays, partner names, and favorite things
 - Assist sales rep in sending client and partner suppliers thank you emails, cards and gifts as assigned
 - Monitor budget for product samples and client recognition
- **Support sales rep with daily sales-related activities**
 - Assist sales rep in developing ideas and sourcing products that meet client goals and budget
 - Create proposals in CRM system
 - Review proposals before they go to client for accuracy, confirm profit margin
 - Communicate with partner suppliers on pricing, product availability, lead time etc.
 - Facilitate orders, answering questions and securing purchase orders

- Enter detailed orders in CRM system to be submitted to Customer Service Representative
- Build, launch and manage online stores for product fulfillment
- Proactively anticipate and troubleshoot issues
- **Proactively assist Account Executive in managing sales pipeline**
 - Use the Red Promotions CRM system to track and proactively manage sales pipeline for Account Executive
 - Lead daily and weekly huddles with Account Executive to prioritize and assign sales opportunities, partner supplier inquiries, proposal creation, and client feedback
 - Execute assigned follow up with team, vendors, clients and prospects as assigned
 - Ensure Account Executive is on track with assigned follow up and assist as needed (review daily, divide and conquer)
 - Record accurate notes regarding client interactions in CRM system
 - Plan and record next follow up steps and deadlines in CRM system, updating sales rep's calendar daily
- **Assist Account Executive with marketing activities to generate new and return business**
 - Coordinate all details of marketing campaigns to generate new leads and/or return business
 - Identify prospective clients and research appropriate contacts
 - Proactively coordinate the creation, receipt and delivery of spec samples and virtuals
 - Prepare personalized correspondence and mailer kits to prospects
 - Record all prospect follow up steps in CRM system
 - Participate in vendor meetings and research new product ideas
 - Coordinate thank you cards and gifts for client referrals
- **Other duties as assigned**
 - Misc. shipping prep
 - Coordinate logistics and fulfillment as needed
 - Attend team meetings

SKILLS AND EXPERIENCE REQUIRED

- Excellent oral, written and interpersonal communication skills
- Detail oriented, strong organizational skills and the ability to deliver under deadlines with a high level of accuracy
- Strong sense of urgency and timeliness
- Strong work ethic that supports working independently with minimal supervision
- Ability to work effectively in a collaborative team environment with a dynamic range of people
- Ability to handle sensitive situations with tact, diplomacy, and well-reasoned judgment
- Demonstrated ability to provide outstanding and timely client service
- Curious, flexible and good humored with a positive "can do" attitude
- Ability to effectively provide, receive and seek and respond positively to constructive feedback
- Proficiency in Microsoft applications (Word, Excel, Outlook and PowerPoint)
- Experience with CRM software preferred

Please email your resume along with salary requirements to: shelley@redpromo.net