

Boost Promotions is a full service creative promotional product agency specializing in branded merchandise, custom product development, sales & consumer promotions, creative services, fulfillment, and e-commerce. We provide services to industries across the globe.

Job Title: Account Support Specialist

Job Summary:

We are looking for a qualified Account Support Specialist to join our team. The role's primary function is to handle all order processing and Account Team support. The right candidate should be organized, detailed oriented, and able to handle diverse tasks based on the changing needs of the Account Team.

Primary Duties and Responsibilities:

- Gain knowledge of the branded merchandise and marketing industries.
- Act as primary support person for Account Teams.
- Process and manage orders: submit POs to vendors, verify pricing, submit payment, send proofs, obtain ship dates, provide tracking, etc...
- Process sample orders and returns.
- Manage orders by acting as a liaison between vendors and account team on production activity, while maintaining effective communication with client.
- Onboard new clients and suppliers: complete and submit all required forms.
- Proactively anticipate, troubleshoot, investigate, and resolve issues with internal and external team members.

Experience:

- 1-3 years' experience in a customer service and/or support role.
- Promotional Product / Branded Merchandise Industry experience a plus

Required Knowledge, Skills, and Abilities:

- Excellent verbal and written communication skills.
- Proven work experience as a support specialist.

- The ability to work systematically with a sales pipeline & ERP system.
- Excellent interpersonal and problem-solving skills.
- Demonstrated professional behavior including time management and customer-focused collaboration.
- Strong organizational skills and attention to detail.
- Must be proactive and have a positive attitude.
- Proficient in Microsoft Office, Word, Excel, and Outlook specifically. CommonSKU a plus.

Job Type: Full-time / Salary

Benefits:

- Competitive Salary commensurate with experience
- 401(k) Contribution and Profit Sharing
- Health insurance
- Unlimited Paid Time-Off after (1) year
- Hybrid Workplace
- Fun and collaborative team Location: Beverly, MA