



**Job Title: Account Manager**

**Full-Time Position / Monday to Friday**

**Location:** Balsam Promotions, 1135 Ringwell Dr, Newmarket, ON

**Company Overview:**

At Balsam, we pride ourselves on delivering exceptional customer experiences and building lasting relationships. Our team is committed to providing top-tier service and solutions, ensuring that we meet our clients' branded product and apparel needs with professionalism and precision. We are looking for an **Account Manager** who can represent our brand with excellence, providing clients with an outstanding experience at every touchpoint.

**Job Description:**

This individual will be responsible for managing client relationships, ensuring satisfaction, and delivering exceptional service throughout their journey with our company. The ideal candidate will possess excellent communication skills, a keen ability to anticipate client needs and the ability to manage multiple client accounts effectively and efficiently. They must also be adept at building trust and rapport with clients, both in-person and remotely, ensuring each interaction is pleasant and productive.

**Key & Crucial Responsibilities:**

- **Acquiring comprehensive knowledge** of Balsam's service offerings and effectively presenting them to clients to drive account expansion and long-term engagement.
- **Client Communication:** Serve as the primary point of contact for assigned clients, providing timely and professional communication via email, phone, and in person.
- **Client Meetings:** Conduct meetings with clients in the showroom and at boardroom tables, presenting our offerings and solutions while always maintaining a professional demeanour.
- **Customer Experience:** Think one step ahead of the client, anticipating their needs and finding proactive solutions to make their experience with the company exceptional.
- **Relationship Building:** Foster strong, long-term relationships with clients by being courteous, polite, and an effective communicator. Build trust and confidence through consistent, high-quality service.

- **Expectation Management:** Listen attentively to client requests, manage expectations carefully, and respond with flexibility, patience, and understanding.
- **Organizational Skills:** Keep detailed records of client interactions, ensuring follow-ups and action items are addressed in a timely manner. Stay organized and prioritize multiple tasks while maintaining attention to detail.
- **Problem Solving:** Identify potential challenges and work to resolve them promptly and effectively, demonstrating agility and resourcefulness in the process.
- **Professional Presence:** To uphold the company's reputation, you must present the company with a polished and professional appearance and demeanour, both in person and virtually.
- **Collaboration with Upper Management:** Take direction from upper management, executing tasks and projects efficiently while aligning with company goals and priorities.
- **Cross-Department Collaboration:** Work closely with the Graphic Arts Department to ensure client projects and deliverables meet high-quality standards and align with client expectations.
- **Teamwork with Warehouse Staff:** Collaborate with warehouse team members to ensure timely and accurate order fulfillment, resolving any logistical issues or delays that may arise.

#### **Day-to-Day Tasks and Duties:**

- Independently managing and overseeing client orders, ensuring timely and efficient execution.
- Engaging in daily communication with clients and vendors through email, phone, and video conferencing platforms (Zoom).
- Preparing and delivering presentations, responding to RFPs, and developing sales/marketing collateral for assigned accounts.
- Creating and submitting proposals within stringent client deadlines, ensuring accuracy and alignment with client needs.
- Sourcing innovative product solutions to meet client objectives, leveraging preferred vendors where applicable.
- Processing orders and maintaining regular follow-up with clients to ensure satisfaction and alignment with expectations.
- Evaluating and comparing product options, negotiating competitive pricing, and confirming pricing details with vendors.
- Addressing and resolving client and vendor issues to ensure on-time delivery and client satisfaction.
- Contributing to the development and enhancement of systems, processes, and policies to ensure operational efficiency.

- Coordinating with internal teams and resources to consistently exceed client expectations.

**Qualifications:**

- Proven experience as an Account Manager or in a client-facing role.
- Exceptional communication skills—both verbal and written—with a strong ability to articulate ideas and information clearly and persuasively.
- Demonstrated ability to manage multiple client accounts while maintaining high levels of professionalism and customer satisfaction.
- Strong organizational skills, with the ability to manage various client needs and expectations in a fast-paced environment.
- Ability to think critically, anticipate client needs, and proactively address potential issues.
- Polished appearance and professional presence when meeting with clients in person or virtually.
- Ability to maintain a calm and patient demeanor when handling client concerns or requests.
- Strong problem-solving abilities and resourcefulness in addressing client needs.
- Proficiency with email communication and Microsoft Office Suite.

**Preferred Skills:**

- Two years of experience in the apparel and promotions industry
- Strong client communication skills and the ability to manage client relationships

**Benefits:**

- Competitive salary and performance-based incentives
- Private Office
- Health, dental, and vision benefits
- Professional development opportunities
- Parking

**How to Apply:**

If you are a professional communicator with a passion for delivering outstanding customer experiences, we would love to hear from you! Please submit your resume and cover letter to [ryand@balsampromotions.com](mailto:ryand@balsampromotions.com) detailing your relevant experience.