



FULFILLMENT ACCOUNT MANAGER

Our company is a fast-growing Logistics and Order Fulfillment company seeking a motivated and energetic person to supervise and manage our clients.

The Fulfillment Account Manager role is responsible for managing the entire campaign fulfillment process, providing support to sales personnel, and accurate and timely service to clients, while building trusting relationships. This position is responsible for proposal execution, onboarding, project management and implementation of our clients programs.

Duties and Responsibilities:

- Interact directly with clients on project inquiries, order creation and tracking, price quotes, vendor follow-up, and other steps necessary in a successful fulfillment process
- Interact closely with strategic warehouse locations to ensure our SOP's are followed.
- Interact closely with strategic warehouse on all order inquiries with client to resolve and respond quickly to client.
- Monitoring of clients orders are processed accurately and on time through operations. Reviewing reports and analysis of orders to ensure processing is completed
- Ensure all client inquiries are responded to accurately and on time
- Optimize materials and processes through efficient use of personnel, infrastructure and technology
- Performs proactive initiation of all projects with accurate and timely completion of documentation, estimates, and financial reporting.
- Coordinates with clients, creative, production, logistics, sales, and other teams to effectively meet deadlines and goals.
- Maintains strong client and partner relationships. Ensures client satisfaction

with throughout all phases of project assignments.

- Effectively anticipates client needs and provides innovative approaches and
- Performs other related duties as assigned or as necessary. Remains flexible and adaptable in work schedules and work assignments as defined by departmental and organizational needs.
- Work closely with accounting to ensure all billing reports are accurate, updated and ready for invoicing.

. EDUCATION AND/OR EXPERIENCE

- Bachelor's degree in business or related field
- Three (2) to Five (5) years of successful sales related and/or account management experience.
- E-Commerce, Logistics or Fulfillment related industry experience is a plus!
- Strong knowledge of MS Office including PPT, Word, Excel
- Experience with any 3PL Warehouse Management System is a plus
- Knowledge of E-Commerce platforms such as Shopify and Woo Commerce preferred.

SKILLS

- Ability to quickly learn computer systems and functionality
- Ability to follow through and proactively think of possible issues and resolutions
- Ability to exercise tact and good interpersonal skills
- Ability to multi-task and prioritize
- Excellent verbal and written communication skills
- Excellent presentation skills
- Excellent time management and planning skills
- Ability to work in a fast-paced environment
- Proficient in Microsoft Office Products

- Excellent client service skills
- Must be able to retain and gain client relationships
- Strong attention to detail