

We are looking for an Account Manager/ Client Relationship Manager to join our corporate family that is an exciting, fast-paced, productive office that will require someone who wants to grow within the company.

Duties will include but not limited to:

- Manage and grow an existing book of business within our e-commerce department.
- Handling incoming client requests; problem solving as necessary, interfacing directly with our customers via phone, email and chat to provide an exceptional buying experience.
- Service accounts and maintains relationships with customers to assure that our products are properly quoted and/or shipped as ordered
- The ability to discuss our products and explain product features and benefits.
- Continually developing product knowledge, through research and company provided training, to reach a high level of familiarity with our product lines.
- Cultivate and build personal relationships with our e-commerce client contacts. Develop solid understanding of customer business issues and needs to deliver product solutions that best meet those needs i.e. provide alternatives for products that may be discontinued or backordered.
- Ensure consistent account management of existing accounts to support customer needs and identify additional sales and potential of account expansion.
- Resolves product or service issues by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; working with supervisors to ensure correct course of action, following up to ensure resolution

Position requires confidence, job knowledge and ability to utilize available resources to provide excellent customer service.

- Demonstrated excellent oral and written communication skills with a particular emphasis on telephone, and including email and other electronic channels, ability to make phone calls to clients regarding orders placed.
- Demonstrated experience and ability to develop and manage positive customer relationships.
- Excellent verbal/written communication skills and ability to present to customers. Ability to listen for understanding and interpret customer requests.
- Strong attention to detail and demonstrated ability to organize multiple priorities and customer requirements simultaneously.
- Ability to self-manage and motivate with general guidance and direction.
- Effective skills working as a member of a team and ability to work collaboratively with supervisors.
- Strong PC proficiency, analytical skills and experience using MS Office products.

- Previous successful experience in account management, inside sales, client service, or similar job roles.
- Background knowledge of the lighting industry and e-commerce industry is a plus
- Experience calling on corporate managers and executives.
- Ability to work cooperatively with various internal departments.
- Ability to travel domestically for occasional client visits and events as necessary.

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Compensation is \$16/hr and includes Medical, Dental, paid vacation and holidays and 401k plan.