grapevine designs
creating the imaginable

Account Manager
Job Description

An Account Manager works with Account Directors, their customers, and other Grapevine Designs support staff to assist in developing new business and providing top-notch service for our amazing clients. **Please note: This is a sales support/account management position; it does not require graphic design capabilities or duties.*

Responsibilities and Duties:

- Working with clients on all branded merchandise needs: including apparel, print, direct mail pieces, event giveaways, sales incentives
- Building relationships with vendor partners
- Sourcing unique ideas and products and identifying solutions to increase clients' brand awareness, employee morale, engagement rate or sales
- Serving as a liaison between clients, vendors, internal Grapevine staff, and ecommerce platforms
- Ensuring projects are completed accurately, on time and on budget
- Merchandising pop-up events & company stores
- Managing ecommerce sites
- Overseeing complex, creative projects including fulfillment and drop-ships
- Creating ways to stay engaged with clients throughout the year

What are we looking for?

- Bachelor's degree in Marketing, Advertising, Media Studies or Communications is preferred.
- Must have previous account management experience in a fast-paced environment
- Must have incredible organizational skills and immense attention to detail.
- Must have experience with Microsoft Office products – specifically Excel.
- Must have experience in Google Suite – Gmail, Google Docs, etc.
- Must be proactive and a self-starter.
- Must be friendly, diligent, and willing to learn with a positive attitude.
- Ability to pivot quickly and efficiently all day long.
- Ability to multitask and prioritize competing demands.
- Strong written communication and excellent customer service skills.
- Must be a team player in a fast-paced environment.

Employer's note: This job description reflects management's assignment of essential functions; it does not limit or restrict management's right to assign or reassign duties and responsibilities to this job at any time. *We are proud to be an equal opportunity employer.*