



# Job Description: Account Manager

## Employer Information

Organization Name: Symphonix Solutions  
Reports to: Sr. Account Manager  
Job Location: Charlotte  
State: North Carolina  
FLSA Status : Exempt

## Summary of Position

The Production & Traffic Manager will serve as the support for the Account Manager and Sr. Account Manager for an assigned group of clients with responsibility for the execution of project tasks (entry level). You will focus on accurate and timely delivery across various product lines (print, promo, and apparel products) and mediums (will have ownership of online portals and offline projects), ensuring success for both the client and Symphonix Solutions. The job will place you on a career track to learn all aspects of a marketing agency, account management, and related products and services. The role may be a stepping stone to becoming an account manager or customer service manager.

**About Symphonix Solutions:** We are a fast-growing promotional marketing agency headquartered in Uptown Charlotte, North Carolina, with sales offices in Florida and New Jersey.

- We are solutions-driven professionals that deliver service to every client with a sense of pride, urgency, and importance. We make sure our clients only ask once to get what they need.
- Our marketing agency specializes in providing our clients with commercial print, promo, and apparel products through custom online company stores we customize on their behalf. In addition to B2B clients, we work with large consumer brands like Boy Scouts of America, Publix, Meineke, Maaco, YMCA, and LaCroix, to name a few. Account Management, Project Management, Product Expertise, Sourcing, and Fulfillment are core parts of our value proposition to our valued clients.
- Our team comprises client-focused sales, marketing, creative, technology, and procurement professionals with the same goal – to provide effective and efficient

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solutions for our customers. Our commitment to our clients and each other drives the positive work environment and is why our team members thrive. Simply put, we love what we do.

- If you enjoy learning, having variety in your daily work, and helping others succeed, this job may be for you! If you like hanging out with teammates' dogs on Fridays, day-to-day personal interactions with intelligent people who care, happy hours, pizza parties, and giant kick-ass trophies...Symphonix may be your kind of place.
- If you are high-energy and want to work inside a dynamic marketing agency, learn the business, launch a fantastic career, and serve some genuinely awesome clients...drop us a line!

### **Job Responsibilities**

#### **Primary Elements of Job:**

- Processing web orders
- Managing orders from start to finish with vendors and clients
- Handling inbound requests
- Supporting Account Managers and Senior Account Managers on projects
- Following through to ensure orders are maintained on a job tracker and billed when ready (project management)
- Monitoring client inventory levels
- Managing warehouse orders process

#### **Secondary Elements to Role:**

- Bachelor's Degree with proven track record
- 1-5+ years experience in Customer Success and/or Account Management Support
- Knowledge of print & promo, advertising or marketing (a real plus)
- Project Management experience is essential

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### **Essential Skills:**

- Execution of various client activities (portal management, special projects, campaigns, etc.). Requires ability to multi-task and ability to anticipate what is needed.
- Professional communication with internal partners and external clients to build trust, confidence and manage expectations
- Coordination of vendors and suppliers to ensure timely delivery and execution
- Project management

### **Other Skills:**

- Executing assigned tasks within client projects to a specific schedule and within agreed-upon budgets
- Organization of client feedback. Addressing issues and optimizing performance.
- Generating accurate reports and status notifications
- Active participation in the planning of client strategy
- Maintain industry leading client satisfaction ratings
- Provide positive client customer service
- Encouraging team members and vendors to perform to the best of their ability
- Work with Account Team to source vendor and supplier options (quality, price, service)
- Help maintain inventory and accounting records. Work with the Account team and warehouse personnel to investigate and resolve inventory and customer order issues.

### **Abilities:**

- Service Heart and Mindset (Responsive & Passionate – “Whatever it Takes” Mindset)
- Ability to Manage Multiple Projects Across Multiple Accounts Simultaneously
- Ability to Work Under Pressure and Deliver Accurate Results
- Ability to Identify and Solve Problems Quickly and Creatively
- Flexible with the ability to Pivot (Timelines Shift, Vision is Adjusted, Early Results are Reported)
- Grasp of Basic Business Math (Net v. Gross Profit. Markup vs. Margin)



### **Technical Skills**

- Microsoft Suite
- Adobe Suite
- Internal Systems
- Project Management Software (Basecamp)

### **Work Location**

- Charlotte, NC Office (No Relocation Assistance Available)
- Hybrid work is possible (depending on the individual's unique ability and performance). Limited work from home is possible after the first 90 days of employment (fully trained).

### **Work Setting**

- Indoors, Environmentally Controlled
- Hybrid work locations to include a mix of home, Symphonix HQ Office, and Clients' Offices available after fully established in the role (after 90 Days)
- Flexible Work Hours (help with commute) – must be coordinated with Manager.

### **Body Positioning**

- Spend Time Sitting
- Spend Time Using Your Hands to Handle keyboard, telephone, office machines
- Spend Time at Clients' Office(s), Warehouse, and Other Location(s)

### **Communication**

- Regular communication and/or contact with others
- Electronic Mail
- Face-to-Face Discussions
- Letters and Memos
- Text/Telephone
- Must adopt clients' preferred communication mediums



### **Pace and Scheduling**

- Ability to work under pressure, hit deadlines with accurate results
- Ability to multi-task and prioritize workflows

### **Role Relationships**

- Matrix Manages company resources – both internal and external (suppliers and vendors)
- Works collaboratively with other account managers, customers, and vendors to achieve optimal teamwork.
- Reports to Account Manager

### **Salary:**

- Commensurate with Individual's relevant work experience. Target budget is \$45k base + \$5k annual bonus.