

Job Description

Direct Marketing Account Coordinator

Position Title	Account Coordinator
Location	Proven Direct, Inc. - Milwaukee, Wisconsin
Term of Employment	Regular
Type of Employment	Full Time
Work Hours	1 st Shift
Start Date	Immediate
Education	Bachelors Degree or combination of equivalent Direct Marketing /Print Industry experience and education.
Experience Level	Open

Position Description

Role

Proven Direct has been a leader in direct marketing production since 1997, efficiently processing thousands of custom projects and millions of unique marketing pieces to a diverse client base each year. Through strategy and design, list acquisition and data management, digital printing, lettershop, cross-media deployment (PURLS), fulfillment and distribution, Proven Direct provides end-to-end marketing solutions.

The role of the Account Coordinator (AC) is to assist your colleagues on your assigned sales team in providing ongoing care for established accounts and projects, as well as continuous prospecting efforts. Together with your team, your responsibility will be to ensure our clients can quickly and easily schedule a project, request an estimate, inquire on Proven Direct capabilities, and find an expert resource on digital variable print, postal requirements, and direct marketing campaign fulfillment; always keeping a positive customer experience in mind.

Job Duties / Major Responsibilities

- Administrative support for sales team including, but not limited to: appointment setting, sample & media kit assembly, CRM system updates, presentation creation, and miscellaneous meeting and facility tour preparations.
- Assume responsibility of projects and client communication from sales team partners as assigned.
- Interpret client and team member requests and effectively communicate project requirements and timelines to internal production team(s).
- Supply timely and accurate project estimates as requested.
- Draft and facilitate electronic work orders to be referenced internally for the duration of the project.
- Seek postal approvals and authorizations when/where necessary.
- Manage outsource vendors as needed.
- Be an advocate for the client within Proven Direct by monitoring projects on client's behalf. (Project status tracking/communication, proofing, troubleshooting, issue resolution & quality control.)
- Provide consultative service to clients on design, list acquisition, data management, variable print, lettershop, fulfillment, and postal requirements, involving fellow sales team members as appropriate.
- Provide in office project and client support for team members when they are out of the office.

Job Description

Direct Marketing Account Coordinator

- Partner with your sales team, and individually for assigned clients and projects, to foster the client relationship, recognize and develop new sales opportunities and collaboratively provide exceptional customer care and support.

Required Education / Skills

- Associate or Bachelor's degree in a business or technical field of study.
- Self-starter with ability to work independently.
- Ability to multi-task, juggle priorities, and take on new tasks in a fast-paced environment.
- Clear and concise written and verbal communication skills, including listening.
- High attention to detail to ensure accuracy.
- Strong problem solving and analytical skills.
- Team player with a positive attitude.
- Experience in direct marketing, print and/or mail industry a plus however; recent college graduates eager to jump start a career in sales & marketing are encouraged to apply.