

**JOB TITLE:** Account Manager (Overseas Sourcing) - Promotional Product Industry

**REPORTS TO:** Inside Sales Manager

**JOB TYPE:** Full Time (Remote)

**ABOUT 6AM SOURCING:** 6am is a creative sourcing company providing promo and retail merchandise, logistics and fulfillment solutions for distributor agencies, we cultivate a harmonious ecosystem that bridges the connection between our valued customers and our intricate supply chain network. We are dedicated to crafting an environment where every stakeholder partakes in an elevated working experience that transcends the ordinary.

**COMPANY CULTURE / Our Core Values**

* Transparency & Accountability
* Creative, Innovative & Collaborative
* Strive & Enjoy
* Pending B-Corp

**JOB OVERVIEW & RESPONSIBILITIES (Includes but is not limited to):** We are seeking an energetic and proactive Account Manager to join our team in the promotional product industry. As an Account Manager specializing in overseas sourcing, you will play a pivotal role in ensuring seamless communication with clients and internal teams while managing sourcing operations from our office in China. This position requires excellent organizational skills, attention to detail, a customer-centric approach, and proficient knowledge in imprint/branding methods.

**Responsibilities:**

* Daily communication with clients to understand their needs, provide updates, and address any concerns promptly and effectively.
* Liaise with internal team members and our office in China to coordinate sourcing activities, ensuring timely delivery of products and services.
* Generate accurate and timely product quotes based on client requirements and market trends.
* Monitor logistics status and timelines, proactively identifying and resolving any potential delays or issues.
* Respond to all client requests with precision and creativity, delivering exceptional customer service and fostering strong client relationships.
* Streamline processes to enhance the overall customer experience and drive operational efficiency.
* Demonstrate initiative and autonomy in managing day-to-day tasks, working effectively without direct supervision.
* Utilize proficient knowledge in imprint/branding methods to advise clients on the most suitable branding options for their promotional products.

**QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES:**

* Preferred bachelor’s degree in a related field
* 5+ years related merchandise experience
* Previous experience in account management or customer service, preferably in the promotional product industry or related field.
* Highly organized, strong project management and time management skills.
* Ability to work effectively & efficiently under strict deadlines and high pressure.
* Ability to work on multiple tasks and prioritize effectively while managing multiple projects simultaneously.
* Work independently as well as collaboratively within a team environment
* Exceptional attention to detail
* Strong verbal & written communication skills
* Takes initiative & completes projects.
* Knowledge of product, material and custom techniques – textile, material composition, printing (digital, screen, offset, etc.), custom branding.
* General knowledge and able to follow client’s brand guidelines.
* Knowledge of safety, material, and regulatory tracking compliance
* Excellent interpersonal skills both in person and by phone
* Proficiency in Microsoft Office Suite and CRM software.
* Knowledge of international sourcing processes and logistics preferred.