



## Account Manager

### Company Information

Headquartered in Lenexa, Redemption Plus is North America's premier source for redemption toys and incentive merchandise. The company makes it easy for Family Entertainment Centers and Educational Learning Centers to deliver a positive customer experience with redemption prizes, novelty plush, crane & merchandiser kits, and party goods. A wholesale toy distributor with 15 years of trusted industry expertise, Redemption Plus provides management consulting to help customers attract and entertain guests while maximizing profitability. For more information on Redemption Plus, please visit [www.redemptionplus.com](http://www.redemptionplus.com)

### Job Summary

The Account Manager position is responsible for growing revenues with existing clients as well as providing legendary customer service in a business to business environment. Most client contact is made through phone and email. However some in-person contact is required. 10-20% travel is required for this position with all travel expenses paid by company. The desired candidate must be goal oriented, self-motivated, energetic, customer focused and a great communicator with excellent follow-thru.

### Job Duties and Responsibilities

- Improve existing client relationships by serving as primary contact for existing for these accounts.
- Support Account Executives by following up with newly added accounts and deliver a great customer experience using proper methods.
- Plan and prioritize sales activities and customer/prospect contact towards achieving agreed business goals.
- Proactively establish and maintain effective working team relationships with all support departments.
- Generate referral business based on extraordinary customer service.
- Prepare action plans and schedules to identify specific targets and to project future revenue.
- Resolve customer complaints by investigating problems and developing solutions.
- Use Salesforce.com to manage customer contact activities, tools and systems, and update relevant information held in the database.

### Education & Experience

- A minimum of 2-3 years of sales and customer service experience
- Bachelor degree in marketing, business or related field
- Exceptional communication skills
- Computer savvy
- Energetic and self confident and an overwhelming desire to be successful
- Willingness to learn and grow within a team concept
- Ability to multi-task
- Strong organizational skills

Candidates for this great opportunity must send your resume/cover letter to: [hr@redemptionplus.com](mailto:hr@redemptionplus.com)