

ACCOUNT REPRESENTATIVE

As one of Canada's best branded merchandise supplier, Genumark has grown to become the national leader in sourcing and distributing branded merchandise and corporate uniforms and apparel. Named as one of Canada's **Best Managed Companies** from 2011 to 2021, Genumark believes happy employees are a precondition to happy customers. To learn more, visit us at <http://www.genumark.com>.

We are currently seeking a **Full-Time Account Representative** to join our Toronto office team.

The candidate will work directly with one of our high performing sales team, helping to support growth within existing client relationships. This role will work out of our Toronto head office location with opportunities to work both in-person and remote.

The successful incumbent will be resilient, self-motivated and have a great work ethic. Someone who has a keen eye for detail, a creative thinker, and have strong time management skills to provide exceptional administrative and sales support in a fast-paced environment. Day-to-day responsibilities will include liaising with the Account team and suppliers, product sourcing, quotes and order processing, following up until point of delivery, and working internally with Accounting and Warehouse staff to close and ship orders accordingly.

RESPONSIBILITIES WILL INCLUDE, BUT NOT BE LIMITED TO:

- Produce simple quotes thru commonsku as needed
- Processing new orders through internal system
- Point of contact between internal billing and processing channels
- Take the lead in placing simple or repeat orders thru commonsku, including confirming stock and pricing
- Managing events and projects within allocated timelines
- Use of Microsoft Office tools (ie. Microsoft Excel) to manage inventory levels, distribution lists, and more
- Invoicing in a timely manner
- Taking ownership and troubleshooting issues to the best of their ability
- Be able to grow with the role as demands change regularly
- Work in a team environment and juggle priorities as needed – some days will demand attention to one rep over the other – that's ok as long as all deadlines are being met
- Direct communication with clients, sending proofs, obtaining additional information, and deal with day to day issues as they arise, etc.
- Vacation coverage
- Manage sample bank
- Update spreadsheets and upload to shared drive
- Organize client mailing lists & update
- Attend Product Knowledge sessions in person or virtually
- Attend trades shows, when possible

HERE'S WHAT YOU BRING TO THE TABLE:

- Previous industry-related experience is a plus
- Demonstrated ability to handle multiple tasks simultaneously. Strong organizational skills with ability to manage time and retain and apply information effectively
- Ability to meet designated deadlines is also critical
- Proficient and hands on working knowledge and understanding of Microsoft Office 2013 and 2016 software – specifically Excel, Word, and Outlook as well as using the Internet as a research tool
- Excellent interpersonal and customer service skill along with a demonstrated commitment to service excellence, quality and vendor relationship management
- Attention to detail composing and proofing materials; establishing priorities; and meeting deadlines, often under pressure
- Ability to work autonomously and to take direction as needed

- Demonstrated ability to hold information confidential with excellent judgement. Position continually requires demonstrated poise, tact and diplomacy
- Work involves a high degree of accuracy and attention to detail
- Strong analytical, critical thinking skills with the ability to build processes and determine how to improve efforts
- Ability to think strategically and to lead
- Think “outside” the box”, be pro-active, problem solve and suggest corrective course of action
- Ability to work independently with minimal supervision as well as work collaboratively in a team environment
- Ability to work collaboratively and communicate effectively with team members at all levels of the organization
- Must have employment eligibility in Canada

Interested? Please apply directly at: <https://www.genumark.com/jobs/#1678905605479-3497236f-6b40>

Genumark welcomes applications from any candidate who feels they would be a good fit in this role. To apply please send your resume and cover letter including your best Dad joke.

Genumark is proud to be an Equal Opportunity Employer supporting diversity in all of our business practices.

We are proud to provide employment accommodation during the recruitment process. Should you require any accommodation, please indicate this on your application and we will work with you to meet your accessibility needs.