



Client Relationship Manager

The Client Relationship Manager role requires someone who is outgoing, has excellent communication skills, enjoys collaborating with a successful team, and thrives working in a demanding environment. Successful candidates will have strong people skills, a confident presence, adept at problem-solving and excellent multi-tasking skills.

About us:

Boomerang Marketing is a leader in the promotional products and services industry with a proven history, providing innovative product solutions and strategic promotional expertise to a vast range of clients.

We are a dynamic team of committed and creative individuals who provide unparalleled client service. We focus on building long-standing relationships with clients by delivering cost-effective product solutions, an 'always accessible' team and a deep understanding of our clients' objectives, brand messaging, logo, and trademark standards.

If you consider yourself to be a self-starter and thrive in a small office environment where you contribute on many different levels, please read on!

Overview:

The Customer Relationship Manager will be responsible for helping our extensive promotional products client base, providing exceptional customer service and support to a wide range of customer types big and small across the country.

Our next team member will:

- Build and cultivate relationships through creative and friendly follow-up to ensure our clients' needs are fulfilled beyond expectations.



- Ensure all artwork and required information is received and processed within all timelines.
- Answer incoming inquiries in a timely manner according to department standards.
- Responsible for meeting and maintaining performance objectives and goals.
- Staying current on promotional product trends, events, competitors, and vendors across Canada.
- Manage client contacts and interactions using our CRM system.

Must Haves:

- 3-5 years experience in a related role (Inside Sales, Customer Service etc.)
- Excellent communication skills
- Able to work alone as well as in a team environment
- Strong work ethic
- Professional demeanor
- Goal-oriented & future-focused mindset
- Competitive drive
- Graphics skills is essential
- Proficiency in Microsoft Office - specifically Word and Excel
- Previous experience in QuickBooks preferred

Benefits:

- There is the opportunity to earn commission and bonus structure.
- A wealth of various promotion and advancement opportunities.
- Ability to train in other fields and aspects of the company.
- Growth is our specialty if you are ambitious, the sky is the limit!

DO YOU THINK YOU HAVE THE DRIVE TO SUCCEED? Why wait? Send your resume to info@boomerangmarketing.ca now for consideration. This is an inside sales position that involves sales, marketing & customer service.

