



## Client Service Specialist - Job Description

### About Our Team

At Elevate Packaging, we're working to be a leader in sustainable packaging and to change packaging, for good! To get there, we need exceptionally talented, bright, and driven people. If you'd like to help us build the place which offers the best sustainable packaging solutions, this is your chance to make a difference. We're currently searching for a candidate with the right skill set for an Client Service Specialist position in our West Loop office, which is a fast-paced environment.

### Core Responsibilities

- Manage and document project updates, keeping key internal and external stakeholders informed at planned checkpoints.
- Manage all communication with clients to gather information, set expectations, and thoroughly inform them of the team's services and capabilities.
- Create and send project quotations, ensuring amounts are accurate and reasonable based on the client's request.
- Coordinate sample materials, ensuring the client receives the materials on time; facilitate feedback.
- Provide the Marketing and Sales Team with a creative brief and brand standards guides to initiate the package design process; ensure chosen materials, inks, and printing process will meet client expectations.
- Follow up with clients to document feedback, initiate the reorder process, and provide updates regarding improved or new sustainable packaging solutions.
- Monitor and maintain data accuracy within the team's project management systems.

### Our Ideal Candidate is:

Intuitive: Able to serve clients proactively by accurately prioritizing tasks.

Responsive: Excellent interpersonal skills, with strong written and verbal communication skills.

Analytical: Knows how to solve problems logically and resourcefully.

Personable: Exudes authenticity and trustworthiness.

### Requirements:

- 2-4 years of experience in account management, sales or a similar management role.
- Bachelor's degree
- Prior experience with inventory management software such as Quickbooks and BigCommerce.
- A PLUS if mathematics is a personal strength.

### At Elevate Packaging, we offer

- Competitive salary, health benefits, paid vacation, holidays, sick leave, and opportunities for professional growth