



MackayMitchell

Envelope Company®

<https://www.mackaymitchell.com/job/account-manager/>

Account Manager

Description

We're currently seeking an ambitious, highly professional Account Manager to join our Account Management team. Although this position will office from our Mount Pleasant, Iowa facility, the successful candidate will work closely with colleagues across the organization and become part of a knowledgeable, supportive team committed to customer success.

This is much more than a traditional customer service position. We're looking for someone with the drive to learn our business, develop strong customer relationships, collaborate across departments, and grow into a trusted business partner for both customers and internal teams.

If you enjoy solving problems, thrive in a fast-paced environment, and are eager to continually develop your skills and responsibilities, we'd love to hear from you.

The Account Manager is a pivotal role within the organization, responsible for understanding customer needs and ensuring the company meets those needs effectively. By servicing specific accounts, improving processes and collaborating across departments, the Account Manager ensures customer satisfaction and supports the company's growth. This role also serves as a trusted advisor to senior management, providing insights to enhance overall business operations.

Responsibilities

As an Account Manager, you'll serve as the primary liaison between our customers and our internal teams. Success in this role requires strong communication, attention to detail, professionalism, and the ability to manage multiple priorities.

Responsibilities include:

- Building and maintaining strong customer relationships.
- Learning customer businesses, needs and expectations.
- Managing customer orders and projects from quote through delivery.
- Collaborating with Production, Prepress, Shipping, Finance and Sales teams.
- Assisting with pricing, estimates and quote requests.
- Identifying opportunities to improve processes and enhance customer satisfaction.
- Supporting Sales in growing existing customer relationships.
- Communicating proactively to resolve issues and ensure exceptional service.
- Contributing to a culture built around our CARES Core Values:
Collaboration • Accountability • Respect • Excellence • Safety

Qualifications

What Makes Someone Successful in This Role?

We're looking for someone who:

Hiring organization

Mackay Mitchell

Job Location

1500 Mackay Avenue, 52641, Mt. Pleasant, Iowa

- Demonstrates professionalism, maturity and sound judgment.
- Has exceptional communication and customer service skills.
- Possesses strong analytical and problem-solving abilities.
- Is highly organized and detail-oriented.
- Maintains a sense of urgency and follows through on commitments.
- Enjoys working collaboratively while also taking initiative independently.
- Wants to continuously learn and grow professionally.

Preferred Qualifications

- Associate's degree or two years of college coursework preferred.
- Five years of customer service, account management, sales support or related experience preferred.
- Experience in printing, graphic arts, paper converting or manufacturing environments is helpful, but not required.
- Strong Microsoft Office skills, particularly Excel.
- Strong math aptitude and analytical skills.