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Account Manager – Print & Promotional Products

Position Overview

Meridian is looking for an organized, customer-focused Account Manager to manage and grow our existing accounts across print, promotional products, and apparel.

This position serves as the primary point of contact for customers, handling everything from inquiries, product sourcing, and quoting to order entry, production coordination, and delivery.

The ideal candidate enjoys building customer relationships, managing a high volume of orders, and finding solutions that meet customer needs. This is a hands-on account management position that combines customer service, independent pricing and order management.

This is a full-time, in-person position located in Loves Park, Illinois.

What You Will Do

Account Management & Customer Relationships

- Serve as the primary point of contact for assigned accounts, providing responsive, professional customer service.
- Build and maintain customer relationships, encouraging repeat business and customer retention.
- Respond to customer inquiries, product requests, and reorder needs.
- Identify opportunities to recommend additional print, promotional products, apparel, and related services.

Product Sourcing, Quoting & Pricing

- Independently source products and services through internal production resources and outside vendors.
- Request and evaluate vendor pricing, product availability, and production timelines.
- Review job specifications, quantities, and production requirements to develop accurate quotes.
- Prepare and follow up on customer quotes, ensuring competitive pricing.

Order Management & Coordination

- Accurately enter and process customer orders, confirming specifications, pricing, artwork, and delivery requirements.

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- Coordinate proofs, approvals, revisions, and production details with internal teams and vendors.
- Monitor orders through production, fulfillment, and delivery to ensure accuracy and deadlines are met.
- Communicate order updates, resolve issues, and maintain accurate customer and job records.

Account Organization & Growth

- Manage a portfolio of accounts with varying order sizes and frequencies.
- Maintain organized account records, order histories, quotes, and customer communications.
- Track customer activity, follow up on outstanding quotes, and identify reorder opportunities.
- Grow existing accounts through responsive service, product recommendations, and additional sales opportunities.

What We Look For

- 3+ years of experience in account management, inside sales, customer service, or order management, preferably within printing, promotional products, apparel, or a related industry.
- Experience independently sourcing products, obtaining vendor pricing, and preparing customer quotes.
- Strong organizational skills with the ability to manage multiple accounts, orders, and deadlines.
- Excellent communication and customer relationship-building skills.
- High attention to detail, accuracy, and follow-through.
- Ability to work independently while collaborating with production teams, vendors, and other departments.
- Proficiency with Microsoft Office and experience using CRM, ERP, or order management systems.
- A proactive, solutions-focused approach to customer service and account growth.

What We Offer

- Competitive compensation based on experience, $60,000 to $65,000 yearly
- Opportunities for professional development and growth
- A collaborative, creative, and fast-paced work environment
- Medical, dental, vision, and life insurance
- 401(k) with company match
- Generous PTO and paid holidays

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About Meridian

Meridian is the evolution of over 40 years of industry experience combined with modern, user-friendly technology. This integrated approach allows us to provide a wide range of print, promotional products, and fulfillment solutions to a diverse customer base.

Learn more about Meridian by visiting our website.

https://www.facebook.com/MeridianDirect/ https://www.instagram.com/meridian_direct/
https://www.linkedin.com/company/meridian

Submit resumes and inquiries to HR@Meridian-Direct.com