

Elenco Electronics, a leading STEM/educational toy company, is looking for a talented, energetic team player for the role of **Account Manager, Independent Specialty Toy**. This is a great opportunity for an enthusiastic sales professional looking to expand their career! We are located in Wheeling, Illinois, and known all over the world for our award-winning Snap Circuits® line of circuit-building toys.

Position Overview:

The **Account Manager, Independent Specialty Toy**, will primarily be driving sales growth within the Independent Specialty Toy channel. The Account Manager will actively engage with existing customers while reengaging customers which have been inactive over a defined period. The Account Manager will be responsible for refining and executing a sales process to convert inbound inquiries and leads into orders while nurturing and growing sales from existing account relationships (direct & indirect).

Roles And Responsibilities:

- Manage the daily incoming order traffic via email, dealer portal, fax, and telephone.
- Input customer purchase orders into the ERP system (currently AccountMate and transitioning to NetSuite in Q4).
- Proactively work with store owners, store managers, independent sales representatives and internal stakeholders to ensure effective, efficient, and sustainable programs.
- Provide cross-sell and up-sell opportunities to ensure effective transactions.
- Effectively communicate stock and order status.
- Help build and refine the inbound sale process, which provides a great experience for potential and existing customers.
- When necessary, deliver accurate quotes and pricing within company guidelines and approvals.
- Collaborate with internal stakeholders to align and execute overall sales, marketing, and operational strategies.
- Provide internal stakeholders with detailed assessment of market drivers for the Independent Specialty Toy retailer.
- Work with finance to set up and service accounts including tax forms, vendor approvals, purchase orders and invoicing.
- Deliver weekly/monthly internal sales and pipeline reports to sales management.
- Ensure customers are kept up to date on all aspects of Elenco business including but not limited to: Products (new, out-of-stock, and discontinued), Pricing, Catalog, Freight, and account documentation, Buying Group Programs (I.e. Astra (American Specialty Toy Retailer Association) and TGTG (The Good Toy Group)).
- Work in conjunction with Sales Coordinator and Vice President to coordinate trade show activities for two annual key shows (ASTRA & Toys West) and other shows as needed.
- Collaborate with Marketing, Operations, Sales, and selected Specialty Retailers in refining and launching a fully interactive dealer portal.
- Actively attend all Sales Meetings as directed by the Vice President of Sales.
- Delivering weekly/monthly internal sales and pipeline reports to management.
- Establish sales objectives by forecasting and developing sales targets by customer and territory; projecting expected sales volume and profit for said.

- Achieve working knowledge of Profit & Loss tools to better understand the revenue impact of select programs.

Job Requirements

Successful Account Manager, Independent Specialty Toy candidates will have the following skills and qualifications:

- A Bachelor's degree in business or related discipline is preferred.
- 3+ years of consumer product sales with outstanding results.
- Inside sales experience.
- Experience with CRM or customer management tools.
- Exceptional and proven skill sets with Microsoft Office Suite and Microsoft365.
- Proactive and self-motivated with a high bias for action and drive to crush targets.
- Demonstrated ability to develop trusted business relationships quickly and foster them over time.
- Passionate about customer empathy - ability to listen to and understand customer needs and creatively address them with solutions that exceed customer expectations.
- Effective and engaging written and verbal communication skills with both external customers and internal partners.
- Excellent organizational and time management skills -- detail oriented and meticulous about documenting and following up on customer interactions.
- Demonstrated ability to work collaboratively with internal partners.
- The ability to travel to trade shows as necessary.
- The position is required to be on-site Monday through Friday, Wheeling, IL.

Elenco offers competitive medical benefits, generous profit-sharing, 401K company match, paid time off, and a fun work environment – We make toys!