

Five Ultimate Account Manager

Five Ultimate is an ultimate apparel company based in Seattle, WA. Our mission is to serve ultimate, and we aim to define the ultimate aesthetic. We're looking for someone to join our team here in Seattle to boost it in 2018 and beyond!

Job Description

Do you have a passion for customer service AND the ultimate community? Does a beautiful sub jersey make your heart beat just a little bit faster? Five wants you to be our new Account Manager!

The Account Manager's job is to grow sales of customized apparel through superb customer relationship management and delivery of Five's promise to create the best custom gear on the block.

This is a full-time position based in Seattle.

Benefits include medical insurance subsidy, ORCA card (unlimited local metro pass), subsidized ultimate tournament/league fees, and more Five gear than you can shake a stick at.

A great Account Manager:

- Routinely delights customers with outstanding service.
- Is driven to exceed sales goals and maximize revenue.
- Understands that ordering team uniforms is a huge deal for the customer and can empathize with the stress of an order.
- Strives for excellence in their work and leans in to challenges.
- Takes the initiative to improve processes, find efficiencies, and relieve customers' pain points.

Job Responsibilities

- Create awesome custom gear for team, league and tournament customers!
- Lead the customer through the entire custom order process. Be their spirit guide. The person they can turn to with questions, concerns, and their deepest darkest fears (about ordering, that is).
- Collaborate with both the customer and Five's in-house graphic designer to make mockups that get people amped about ordering gear from Five.
- Utilize the CRM daily to foster your relationships with teams.
- Use Quickbooks accounting software to create quotes and track inventory.
- Work with the Production Manager to ensure all gear is produced on time, as ordered.
- Collaborate with everyone in the Custom Team to achieve monthly sales goals.

Qualifications

- 1+ years of Sales and/or Customer Service experience. Internship experience counts!
- Interest in learning new skills and growing professionally.
- Self-motivated and driven to improve customers' lives.
- High standards - demand performance from yourself and inspire others around you to do the same.
- Ability to manage priorities for many different stakeholders within and outside of the company.
- Attention to detail and exceptional organizational skills.
- Excellent written communication.
- Ability to work independently and within a team.

Desired skills

- Proficiency in QuickBooks and Customer Relationship Management (CRM) software.
- Proficiency in Adobe Illustrator and Photoshop.

Application Process

Please submit a cover letter, resume, and writing sample to employment@fiveultimate.com
attn: Kyle Ord. Any piece of writing will do, we want to see how you communicate through a written medium.

Applications are due no later than **Sunday July 22nd**.

We are looking to hire immediately, with a start date as early as August 1st.

Promising applicants will be invited for a phone interview. Subsequent interviews will be at our office in Belltown or via Skype for applicants considering moving to Seattle.

Please email any questions regarding the position or the hiring process. More information about our company can be found on the [Five careers page](#).