



Account Manager

Are you that friend who is always trusted to plan the surprise parties, host the games night, or organize the rec league softball team? Are you a people-person with exceptional organization skills, that everybody always relies on? If so, this exciting opportunity to join an innovative technology company and work with some of North America's leading nonprofit organizations might be for you.

Postalgia is looking for an **Account Manager** to join our growing team. In this role, you will be the main point of contact for a portfolio of clients, and the liaison between those clients and our production team. You will guide new customers through onboarding, work with other production and design team members to create proofs, and ensure that customer orders are shipped on time and that customers are satisfied with every aspect of their orders.

Key Responsibilities:

- Onboard new customers, ensuring a smooth transition into the Postalgia experience.
- Use various software tools (proprietary and third-party) to create customer proofs and prepare orders for production.
- Create work-back schedules to ensure that orders are produced on schedule.
- Serve as the primary point of contact for existing customers, addressing their needs, managing their orders, and resolving any issues that may arise.
- Work closely with the production team to ensure timely and accurate order fulfillment.
- Maintain open communication with clients, keeping them updated on the status of their orders.
- Foster long-term relationships with customers to ensure their satisfaction.

Requirements:

- Strong organizational and time-management skills.
- Comfortable with technology. Prior experience with graphic design software and Microsoft Excel is a strong asset.
- Strong interpersonal and communication skills, with a proven ability to manage customer relationships effectively.
- Previous experience in account management or customer success is valued.
- Self-motivated, results-oriented, and focused on customer satisfaction.

The Company

Postalgia is an innovative direct mail company that uses technology to empower relationship-based fundraising for nonprofits. Our flagship service is a proprietary robotic technology used to create handwritten cards and envelopes. The Company is located in Markham, Ontario, and can be found online at www.postalgia.ink.

Interested applicants should contact ilan@postalgia.ink