



ACCOUNT COORDINATOR

POSITION DETAILS

Type: Full-time

Status: Salaried Non-exempt

Reports to: Sales Manager

Location: Denver, CO (Hybrid) preferred; Remote

Salary: \$60K annual + commission and bonus eligibility

About Us:

Brist Mfg is a comprehensive creative agency and OEM apparel manufacturer. We provide businesses small and large, the ability to create highly customized and truly unique merchandise at industry-low minimums without sacrificing quality. It is our goal to align with and develop client relationships that can benefit from our technical and logistics services including website, e-commerce, warehousing and fulfillment solutions. We give our customers a blank canvas, allowing them to create without limitation, ultimately helping them leverage their brand and differentiate themselves in the marketplace. We take pride in helping our customers rethink the power of merchandise and revenue stream by delivering the highest quality products and best-in-class service to our valued customers.

Job Summary:

The Account Coordinator works directly with Brist clients while supporting our Account Management and Sales teams to bring merchandise programs and projects to life.

This is not simply an administrative or order-processing position. **You'll build relationships directly with clients, learn their businesses, help execute their projects, position new ideas and products in front of them often and proactively identify opportunities to grow their partnership and purchases with Brist.**

You'll help manage projects from initial product ideas and quoting through artwork, production, shipping, and final delivery. At the same time, you'll work with clients to uncover upcoming events, programs, launches, gifting needs, and other opportunities where Brist can support them.

The goal is simple: **deliver an exceptional client experience while helping our accounts grow.**

What You'll Do:

- Work directly with clients as a day-to-day point of contact for merchandise projects and programs.
- Build strong client relationships and develop an understanding of their brand, business, goals, and merchandise needs.
- Proactively identify opportunities to grow client purchases and expand their relationship with Brist.
- Ask questions and uncover upcoming events, employee programs, gifting initiatives, retail opportunities, product launches, and other merchandise needs.
- Present relevant product ideas and solutions rather than simply waiting for clients to submit requests.
- Coordinate branded merchandise, custom apparel, employee gifting, events, e-commerce stores, and ongoing merchandise programs.
- Assist with product research and sourcing based on client needs, budget, brand, and timeline.
- Support quoting, presentations, and order preparation.
- Coordinate artwork, proofs, samples, and client approvals.
- Manage project timelines and proactively identify anything that could impact an in-hands date.
- Track orders throughout production and communicate updates to clients and internal teams.
- Coordinate shipping details, fulfillment requirements, and delivery schedules.
- Support e-commerce and employee store programs, including product setup, inventory coordination, and day-to-day requests.
- Provide excellent customer service and help resolve order issues quickly.
- Work closely with Brist's in-house screen printing, embroidery, fulfillment, creative, and production teams.
- Maintain accurate project and client information within Brist's internal systems.
- Look for ways to make working with Brist easier, faster, and more valuable for our clients.
- Become a promotional products expert

Account Growth

An important part of this position is helping Brist grow within our existing client relationships.

We don't believe account growth comes from simply selling more products. It comes from understanding our clients well enough to recognize where Brist can make their lives easier and deliver more value.

You'll be expected to:

- Develop relationships with your client contacts and become a trusted merchandise resource.
- Understand how and why each client purchases merchandise.
- Learn their annual calendars, events, launches, employee initiatives, and recurring

- programs.
- Proactively bring clients new product ideas and opportunities.
- Identify additional departments, teams, locations, or programs Brist could support.
- Follow up consistently and keep opportunities moving.
- Help turn one-time projects into long-term partnerships.
- Contribute directly to the retention and revenue growth of the accounts you support.

What We're Looking For:

The ideal candidate:

- Is naturally relationship-driven and enjoys working directly with customers.
- Is comfortable having conversations that can lead to additional business.
- Can manage multiple projects simultaneously without losing track of details.
- Is extremely organized and naturally follows through.
- Communicates clearly, professionally, and quickly.
- Has a strong sense of urgency.
- Enjoys solving problems instead of simply identifying them.
- Takes initiative and doesn't wait for every next step to be assigned.
- Is curious and asks great questions.
- Has an eye for brands, apparel, merchandise, design, and current trends.
- Is comfortable working in a fast-paced, entrepreneurial environment.
- Wants to learn both the operational and commercial sides of the branded merchandise industry.
- Experience in branded merchandise, apparel, marketing, sales, account management, events, e-commerce, project coordination, or customer service is preferred.

What Success Looks Like

A successful Account Coordinator becomes someone our clients **trust and want to work with.**

Becomes a promotional products expert. Understanding suppliers, pricing, where and how to source products.

Grows customer accounts through product curations.

But success goes beyond execution.

You're learning your clients' businesses, bringing them ideas, uncovering new opportunities, and helping them utilize more of what Brist can offer.

Over time, the accounts you support should become **stronger, deeper, and larger relationships because of your involvement.**

Growth at Brist

We want the Account Coordinator position to be a launching point for someone interested in building a career in account management and sales.

You'll gain exposure to sourcing, creative, domestic production, custom apparel development, promotional products, e-commerce, warehousing, fulfillment, and client Strategy.

As you develop your skills and demonstrate the ability to independently manage and grow client relationships, there will be opportunities to take on greater account ownership and advance within Brist's Account Management and Sales teams

Why Brist

You'll get exposure to nearly every part of the merchandise business while working directly with brands and helping turn ideas into physical products.

We're entrepreneurial, fast-moving, collaborative, and constantly looking for ways to make what we do simpler and better.

Most importantly, we believe merchandise should have a purpose.

We make products meant to be worn out, not thrown out

Benefits:

- Health, dental, and vision insurance.
- Paid time off and holiday pay.
- 401k retirement plan with company match.
- Hands on training with opportunities for career growth and professional development.

Submissions for this role will be accepted ongoingly.