



Job Title: Client Services Coordinator- Paris

Job Type: Hybrid, 3 days in our Paris office, located in the 92200 Neuilly-sur-Seine area of Paris.

Who we are:

BDA, www.bdainc.com, is a global promotional merchandise company that works with the world's most well-known Entertainment, Sports and Fortune 500 brands. We create three-dimensional advertising that connects our clients with their consumers. Today, we're an industry leader—fueled by innovation and collaboration—that surrounds itself with the industry's best and brightest. And we're growing, celebrating 30+ years of business with such high-profile brands as NFL, FFF, NHL, Mercedes, FedEx, Ford, GE, MLB, Amazon and Starbucks.

Who you are:

BDA's ideal Client Services Coordinator is customer service oriented with excellent project management and communication skills. They will be a resourceful self-starter with exceptional organizational skills who thrives in a fast-paced and deadline driven environment. The Client Services Coordinator will be ambitious in nature, eager to learn and support our clients' business.

Client Services Coordinator:

The Client Services Coordinator (CSC) works closely with Account Managers to find merchandise that fits the expectations and goals of our clients with a focus on adding value services. This includes sourcing products, helping to create product presentations, ensuring we are maximizing profitability through proper quoting, and following the project through delivery, resolving or raising the flag if issues identified. CSC's are primarily non-client facing but given visibility to learn the cadence, brand strategy, and expectations of the service level we are known to provide.

Experience:

- 1-2 years of experience in sales or sales support – ad specialty, merchandise industries, a plus
- Customer Service skills – proven ability to deal effectively with clients.
- Ability to communicate clearly and effectively with both clients and vendors via verbal and written communications in both English and French.

- General knowledge of Microsoft Office.
- Ability to create documents and spreadsheets.
- Ability to learn and maintain processes while working in a fast-paced environment.
- Strong interpersonal and organizational skills.

Purchasing & Ordering Experience

- Purchasing – Negotiation skills – price and deadlines
- Marketing – Ability to help a client drive differentiation and brand value.
- Order Processing - project management skills.
- Multi-tasking – ability to produce goods utilizing one or more vendors.
- Detail Oriented – Follow-up and tracking of orders to ensure project deliverables.

Responsibilities:

- Work with assigned account managers in driving BDA value and meeting customer needs.
- Attend client meetings with the account manager to understand the client needs and the brand.
- Create documents and paperwork management for sales proposals, correspondence and management reports.
- Update and maintain orders through internal computer system.
- Source products, ideate based on differentiation strategy and client needs.
- Project and order management from start to finish to meet deadlines.
- Research, Create and maintain vendor relationships.
- Negotiate prices to maximize profits.
- Schedule and follow up on project deliverables and shipments to ensure deadlines.
- Work as a team with sales, production, creative services, garment services, accounting, warehouse, et. al. to ensure timely delivery and customer satisfaction.
- Maintain exceptional attendance and punctuality
- Allow for flexibility and change within the growing department
- Able to handle multiple responsibilities. Able to prioritize effectively.
- Maintain High levels of professionalism when interacting with clients and BD&A employees.
- Exhibit high levels of customer service to ensure smooth operations and customer satisfaction.
- Other job duties and projects as assigned.

To Apply: Please email Kim Blank, BDA Talent Acquisition Partner, directly at kblank@bdainc.com with a copy of your CV (English version preferred), salary expectations, and availability for a video interview.