

Wholesale Account Representative The Boutique Hub

Overview:

The Wholesale Account Representative will be deeply involved in the retail wholesale industry, supporting The Boutique Hub with managing current wholesale brand members, outreaching to potential members, and walking them through their onboarding process. He or she should have experience with account management & be skilled in customer service. This person will be a part of our Membership and Marketing teams and report to the leads on those teams.

This full time position is remote and will connect to the Boutique Hub team via video and daily chat to manage ongoing projects. Travel is a requirement for this position; plan for 10-15 days each quarter for travel.

Duties & Responsibilities

Specific duties include, but may not be limited to:

- Take care of incoming email inquiries & messages to identify and assess customers' needs to provide accurate and timely assistance; Provide total account management; manage and maintain good relationship with brands
- Manage several wholesale-specific Facebook group, including, but not limited to approving posts, managing comments, and answering questions about leads
- Develop effective and scalable brand onboarding processes and fill operational gaps
- Assist wholesale brands in their marketing efforts & empower them in their utilization of the membership
- Work with Event Team to manage leads for event sponsorships
- Source and acquire new vendors (specifically in new wholesale categories such as gift, plus, children's, etc.) through market research, trade shows, new seller meetings, etc.
- Analyze information (brand KPI, statistical data) and make information-based recommendations
- Handle complaints and provide assistance within company guidelines and policies
- Work collaboratively with different teams within TBH to enhance customer experience and assure quality of the TBH brand/services.
- Develop and manage brand onboarding process once we begin utilizing our new wholesale marketplace platform

Who are you?

As our Wholesale Account Rep, you will work closely with our Membership Team to oversee our wholesale members. This candidate should be an outgoing team player who is able to manage a lot of moving pieces.

Qualified candidates will possess:

- Bachelor's degree in related field or equivalent experience
- 2+ years of experience in the fashion wholesale industry
- 3+ years of customer service experience

- 2+ years of sales experience
- Experience working in LA Fashion District is a plus
- Understanding e-Commerce fashion marketplaces is a plus
- Demonstrated ability to collaborate effectively with cross-functional teams
- Excellent communication and relationship skills, ability to communicate, collaborate, and work effectively as a team
- Demonstrated experience with vendor management / account management
- Contacts within the wholesale industry, specifically apparel
- Positive mindset and be a team player
- Ability to thrive in ambiguity with organization and asking the right questions
- Resourceful and happy to roll up your sleeves to get any job done
- Very organized, a self-starter, and able to work independently

Benefits:

- Negotiable salary + commission based on experience
- Unique opportunities for benefits
- Remote employment with weekly video connection to fellow team members around the country
- Friendly and flexible work environment
- Travel

Job Type: Full-time

The Boutique Hub is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Please send resume and cover letter to Beth Leahy at beth@theboutiquehub.com. The listing will remain open until a candidate is found.

About The Boutique Hub:

The Boutique Hub is the central connection point of the global boutique industry. We impact the lives of business owners on every level by educating, connecting and advocating for the boutique community and those who shop it. We give boutique owners every tool they need to succeed. We help brands reach more buyers.

Our Core Values

- a. We value community over competition and are both a team and a family.
- b. We operate with integrity and ethical values and encourage others to do the same.
- c. We strive to empower, uplift and keep a fun culture for everyone.
- d. We keep a transparent community where we stay real and relevant.
- e. We want everyone to succeed and only do so when our members do.

Find out more at www.theboutiquehub.com