**Director, Program Account Management (Remote)**

Fully Remote • [Chicago, IL](http://maps.google.com/maps?q=Chicago+IL+USA) • Program Account Management

**Job Type**

Full-time

**Description**

We are HALO! We connect people and brands to create unforgettable, meaningful, and lasting experiences that build brand engagement and loyalty for our over 60,000 clients globally, including over 100 of the Fortune 500. Our nearly 2,000 employees and 1,000 Account Executives located in 40+ sales offices across the United States are the reason HALO is #1 in our $25B industry.

HALO is looking for a Director, Program Account Management to lead the strategic management of e-Commerce Programs business through actionable business analysis and industrious leadership. In close collaboration with Sales Management, Account Executives, and internal departments, this position is responsible for ensuring an optimal Client experience, account profitability, and maximized operational productivity.

**Duties & Responsibilities:**

**Strategic Leadership**

*Plan, direct, and coordinate department efforts.*

· Develop cross-departmental relationships with business leaders for the purpose of collectively understanding and collaboratively managing all HALO accounts by partnering with key teams: Digital Solutions & Implementations; Program Account Support; Inventory Management; Global Sourcing & Logistics; Fulfillment & Production; Merchandising & Merchandising Ops; Billing & Finance; Sales Management & Account Executives; Supplier Management & Compliance; additionally Dropship Account Management & Support; Creative; and Human Resources

· Establish communication channels via: Regular meeting cadence with direct reports (group and 1:1 setting); Monthly touch bases with key business leaders (group and 1:1 setting); & Quarterly business review meetings with key business leaders (group setting)

*Develop, draft, upkeep, define, and evaluate strategies and plans for departmental success.*

· Proactively lead department Managers and Supervisors in strategic account planning initiatives that develop performance objectives, financial targets, and critical milestones

· Collaborate with Corporate Management to set collective department goals

· Collaborate with Direct Reports to set team and individual goals

**Business Profitability**

*Plan and budget to accommodate sales growth, promote employee retention and account for attrition.*

· Meet financial objectives by forecasting requirements, preparing budgets, and managing expenditures

· Provide visibility to budgets and forecasts to department leaders

· Establish, forecast, and track key metrics

*Staff jobs for efficient support; structure roles to reflect growing or changing needs; develop career growth paths within the department*.

· Manage the department’s sales volume and profitability of accounts through actionable business analysis, and in collaboration with all departments essential to the success of the business

**Corporate Alignment**

*Champion a shared team vision which aligns with company goals.*

· Lead and participate in strategic initiatives which support the company’s infrastructure for continued revenue, staffing, and operational growth

· Lead department through organizational and operational change management

**Requirements**

* Bachelor's degree required
* 3+ years’ experience of account, project, or brand management required; previous promotional products industry experience preferred
* 5+ years’ experience of managing teams and functional departments required
* Promotional Product Industry know is a major plus!
* Proficient in the use of Microsoft Software applications such as Outlook, Word, Excel, and PowerPoint
* Strong leadership skills to energize co-workers to achieve high levels of performance, anticipate and eliminate obstacles to success, resolve conflict in a constructive manner, and both set and meet aggressive business objectives
* Excellent financial analysis and planning skills to effectively manage sales and profit
* Demonstrate ability to effectively communicate, represent, and influence key stakeholders at all levels of the organization
* Experience developing strategic plans based on in-depth analysis of both the business and the marketplace
* Experience delivering client-focused solutions to meet customer needs
* Proven ability to juggle multiple high-pressure projects simultaneously, while maintaining sharp attention to detail and a calm demeanor
* Excellent listening, negotiation, problem-solving, organizational, and communication skills
* Possess and project a positive and professional attitude through outstanding interpersonal skills
* Must be a flexible, enthusiastic, and creative team player
* Must be able to **travel 20%**of the time to multiple office locations

Compensation range is specific to the job level and takes into account the wide range of factors that are considered in making compensation decisions including, but not limited to: education, experience, licensure, certifications, geographic location, and internal equity. The range has been created in good faith based on information known to HALO at the time of the posting and does not include any potential benefits, however, such information will be provided separately when appropriate. The estimated base salary range for this position is between $120,000 to $140,000 USD.

**More about HALO**

At HALO, we unleash the energy of our client's brands and amplify their stories to capture the attention of those who matter most. For that reason, more than 60,000 small- and mid-sized businesses work with HALO and have made us the global leader of the branded merchandise industry.

* **Career Advancement:** At HALO, we love promoting from within. Internal promotions have been the key to our exponential growth in the last few years. With so many industry leaders at HALO, you'll have the opportunity to accelerate your career by learning from their experience, insights, and skills and gain access to HALO's influential global network, leadership experiences, and diverse thinking.
* **Culture:** We love working here and know that you will too. You can expect a positive culture of ingenuity, inclusion, and relentless determination. We push the limits of possibilities and imagination by staying curious, humble, and provocative in order to break through yesterday's limit. Diversity is the source of our creativity and we thrive when each of us contributes to an inclusive culture of respect, dignity, and equity mindset in everything we do. We keep our promise for excellence with an unrelenting commitment to achieving results and supporting one another to stay accountable, transparent, and dependable.
* **Recognition:** You're going to succeed here, and you can count on us to celebrate your wins. Colleagues across the company will join in recognizing your big milestones and nominate you for awards. Over time, you'll earn so much recognition that you can convert into gift cards, trips, concerts, and merchandise at your favorite brands.
* **Flexibility:** Most roles offer hybrid work. In addition, we pride ourselves on flexible schedules that help you find a balance between professional and personal demands. We believe that supporting our customers is the priority and trust that you and your manager will find a schedule to achieve that priority.
* **Stay well at HALO:** At HALO, we have benefits that support all parts of your life and to find a work-life balance custom to you. We offer nationwide coverage for Medical, Dental, Vision, Life and Disability insurance, and additional Voluntary Benefits. Prepare your financial future with our 401K Retirement Savings Plan, Health Savings Accounts (HSA), and Flexible Spending Accounts (FSA).

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.

HALO participates in E-Verify. Please see the following notices in English and Spanish for important information: [E-Verify Participation](https://www.e-verify.gov/sites/default/files/everify/posters/EVerifyParticipationPoster.pdf) and [Right to Work](https://www.e-verify.gov/sites/default/files/everify/posters/IER_RightToWorkPoster%20Eng_Es.pdf).

*HALO is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need reasonable accommodation because of a disability for any part of the employment process – including the online application and/or overall selection process – you may email us at hr@halo.com. Please do not use this as an alternative method for general inquiries or status on applications as you will not receive a response. Reasonable requests will be reviewed and responded to on a case-by-case basis.*