

Key Account Specialist

Lasallian Educational and Research Initiatives embodies the forward-thinking mission of the Institute of the Brothers of Christian Schools. We are a nonprofit organization dedicated to empowering the next generation, creating opportunities that drive holistic human and spiritual growth. Our commitment is to young people, providing cutting-edge research and publishing initiatives that inspire their full potential while supporting the educators and mentors who guide them on their journey to becoming well-rounded individuals.

We are seeking an energetic and highly motivated individual to join our team as a Key Account Specialist. This role is responsible for managing and strategically developing the organization's most significant distributor, digital, and international accounts to increase revenue, expand market reach, and strengthen long-term partnerships. This role serves as the primary operational and relationship liaison for key accounts, ensuring exceptional service while proactively identifying opportunities to grow sales, improve distribution, and increase market share across priority channels.

Key Responsibilities

- Serve as the primary operational contact for key distributor and strategic partner accounts.
- Support distributor and partner relationships serving the Catholic education and ministry market, including diocesan offices, parish religious education programs, and Catholic school systems.
- Process and manage large and recurring orders, including annual bulk purchases.
- Maintain regular communication with partners regarding product updates, shipments, pricing inquiries, and account needs.
- Coordinate marketing support and promotional opportunities with major distributor accounts.
- Conduct follow-up on large orders to ensure fulfillment accuracy and customer satisfaction.
- Manage distributor agreements including discount structures, contract compliance, and annual renewals.
- Support international distributor relationships including annual forecasts, order coordination, and contract renewals.
- Manage Amazon Vendor Central operations including weekly order processing, confirmations, invoicing, and dispute resolution.
- Coordinate digital sales invoicing and support digital distribution partners and platform integrations.
- Generate and analyze sales reports to monitor key account performance and identify revenue growth opportunities.
- Provide insights to support strategic sales planning and market expansion.
- Provide backup support for customer care including order entry, quotes, shipping estimates, and customer inquiries.
- Ensure accurate product metadata is provided to distributors and partners.

Core Competencies

- Key Account Management

- Revenue Growth & Market Expansion
- Distributor Relationship Management
- Sales Analysis & Reporting
- Cross-Functional Collaboration
- Operational Excellence

Qualifications

- Bachelor's degree in Business, Marketing, or related field preferred.
- 3+ years of experience in account management, sales support, or distributor relations.
- Strong organizational, analytical, and relationship management skills.
- Experience with CRM systems, order management platforms, and Microsoft Office (especially Excel).
- Experience with Amazon Vendor Central or similar e-commerce platforms preferred.
- Knowledge of the Catholic Church, diocesan and parish ministry structures, and the Catholic education and faith formation marketplace preferred

To apply please send cover letter and resume to: humanresources@smp.org

We recruit, develop, and retain talented people from diverse communities and foster a culture of equity and inclusion within our organization. We welcome and encourage applicants of all backgrounds and identities, and employment is based on personal capabilities and qualifications without discrimination because of race, color, creed, religion, gender, sexual orientation, genetic predisposition, age, national origin, disability, or any other protected class or characteristic as established by law. As an equal opportunity employer, we recognize that our strength lies in our people and in our common commitment to serving the needs of young people and those who care for them.