



Panda Game Manufacturing North America Account Manager Opportunity

Company Background

Panda Game Manufacturing is one of the fastest growing leaders of tabletop game manufacturing. Operating as a Canadian-Chinese joint venture, Panda has been responsible for producing hundreds of card and board game titles for clients around the world.

Our clients range from award winning publishers to independent game designers.

From card games to elaborate board games, Panda turns concepts into reality. Making high quality games is our passion!

Panda headquarters is located in Vancouver, Canada and our manufacturing base is located in Shenzhen, China. In addition, we have account and project managers working remotely from Berlin, Montreal, Washington, Minneapolis, Chicago, Portland, and Los Angeles.

Job Description

Panda is currently seeking a full-time account manager to work with new and existing tabletop game clients.

Our ideal candidate has a track record of success while working independently, has good industry knowledge, and is extremely responsive. A university or college degree is mandatory.

The account manager position encompasses the following areas of responsibility:

1. Business Development

- Building relationships with new and existing clients (independent game designers and publishers)
- Handling inbound sales leads and providing excellent customer service
- Consulting with clients on component/production options and preparing quotations
- Developing outboard sales strategies with management team
- Occasionally traveling to conventions such as Gencon, Origins, and BGG.con or to visit clientele in their respective cities

2. Project Management

- Guiding clients through the Panda production process (design verification, pre-production, mass production, shipping, and follow up)
- Working with our overseas team and network of suppliers to ensure that games are produced at the highest quality and on schedule
- Keeping track of multiple projects and schedules
- Managing customer expectations and sending regular status updates
- Proactively identifying potential roadblocks in production so that solutions can be implemented in advance
- Using customer feedback to improve and streamline production processes

3. General Initiatives

- Leadership role in launching various new company initiatives
- Actively monitor industry trends to support Panda's strategic decision making for continued growth
- Collaboration on marketing and sales strategies

A requirement of joining Panda's remote work force is having a professional home office, a current desktop or laptop computer, and a smart phone.

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An ideal candidate will have many of the following attributes:

- Excellent communication and follow up skills (especially by email and skype)
- Highly organized and detail oriented
- Ability to manage high email and customer volume
- Natural relationship builder with high social intelligence
- Self-motivated, organized, and resourceful
- Deep and sincere passion for the tabletop games industry
- Technologically savvy with a typing speed over 60 words per minute and comfortable with applications like Google Sheets, Skype, Dropbox, and Slack
- Energetic team player, flexible with work hours
- Well travelled with a wide breadth of knowledge

Relevant Experiences:

- Tabletop game industry experience
- Analysis-based strategic decision making
- Creating and executing sales and marketing initiatives
- International business dealings (we have clients in over 20 countries)
- Management of overseas suppliers

Our team consists of a fun and dynamic group of gaming enthusiasts who care about delivering a great experience and product to customers. We are looking for a team player that shares our company vision to create beautiful games and make a positive impact in this fun and exciting industry!

Job Location: Work remotely (from home office or co-working space), occasional business travel

Starting Annual Salary: \$42,000 USD or equivalent in local currency

Future compensation will be adjusted based on annual reviews and may include budgets for productivity as well as performance bonuses.

Application Info:

Application Deadline: February 6, 2017

Start date: Late March or Early April 2017

Application Procedure: Email resume and cover letter to jobs@pandagm.com. Please address cover letter to "Panda Management Team" and include the position you are applying for in the email subject line. Please note that due to high application volume, our selection process typically takes 1-2 months after the application deadline.

For more information on Panda Game Manufacturing, please visit www.pandagm.com