



Where do Delegate CX Team Members fit in your company? Great question! Our Team Members can take on several roles throughout your organization to help support your business growth and to allow for scalability. Below is a sample of a general Distributor organizational chart.

The seats in red represent a role that a DCX Team Member could step into.

Where can DCX help you grow?

OWNER

SALES MANAGER

CUSTOMER SERVICE
MANAGER

OPERATIONS MANAGER

ACCOUNTING/FINANCE
MANAGER

MARKETING MANAGER

ACCOUNT EXECUTIVE

*SENIOR CSR

*E-COMMERCE
SPECIALIST

ACCOUNTING
ASSOCIATE

MARKETING ASSOCIATE

*SALES ASSISTANT

*CSR

*PRODUCTION
COORDINATOR

AP SPECIALIST

GRAPHIC DESIGNER

*ORDER ENTRY
SPECIALIST

*PROGRAM CSR

AR SPECIALIST

*These roles are ideal for our DCX Promo Academy or DCX E-Commerce Academy.

SALES



MODEL A

AE with 1MM+ Book of Business with a Sales Assistant

SALES MANAGER

- Lead the sales team to accomplish company revenue goals.
- Onboard and train new sales team members.
- Build and maintain relationships with key clients and prospects.

ACCOUNT EXECUTIVE

- Develop and build relationships with clients and identify ways to grow business.
- Deliver presentations and quotes to clients and prospects.
- Attend industry events, tradeshows, and/or networking events to continue to grow network.

SALES ASSISTANT

- Assist AE with product presentations, quotes, and proactive prospecting outreach.
- Create product flyers and mock-ups.
- Order samples and spec samples.
- Assist clients with questions and placing orders.

MODEL B

Team Selling Structure

NEW BUSINESS DEVELOPMENT

- Research and identify new clients and markets for business growth.
- Attend industry events, tradeshows, and/or networking events to continue to grow network.
- Collaborate with Inside Sales to produce presentations and quotes for clients and prospects.

INSIDE SALES

- Collaborate with New Business Development to produce solutions for clients and prospects.
- Create presentations and quotes for existing clients and prospects.
- Nurture relationships with clients and identify ways to grow business.

INSIDE SALES SUPPORT

- Assist Inside Sales with product presentations, quotes, and placing orders.
- Order samples and spec samples.
- Assist clients with questions and placing orders.

CUSTOMER SERVICE



CUSTOMER SERVICE MANAGER

- Manages and oversees the CSR Team.
- Assists with delegating tasks to the CSR team and assists with any escalated issues.
- Helps onboard and train new CSRs.
- Potentially, a DCX CSR with tenure could fill this role.

SENIOR CSR

- Manages orders with a volume over \$10k.
- Manages more complex orders, such as large kitting and drop ship projects.
- Oversees and helps train newer CSRs to follow company procedure.

CSR

- Tracks and continues to move orders from start to finish.
- Acts as a liaison between Sales and Clients, assists with answering questions throughout the production process.
- Communicates with vendors on next steps in the production process, assisting with proof approvals, shipping communications, etc.

ORDER ENTRY SPECIALIST

- 2,500 orders annually/150-175 per month with an order management system.
- 150+ orders per month if utilizing an excel spreadsheet for order management.
- Order count variables include number of vendor PO's, kitting, and drop ship orders.

FINANCE



ACCOUNTING/FINANCE MANAGER

- Manages and oversees the preparation of financial statements, reports, and budgets.
- Provides guidance on best practices and support for the team.
- Onboards and trains new accounting or finance team members.

ACCOUNTING ASSOCIATE

- Prepare and analyze financial statements.
- Involved in budgeting, tax preparation, and financial planning.
- Plays a crucial role in financial reporting within the organization.

AP SPECIALIST

- Manages the payment processes and financial transactions within the organization.
- Review and process invoices, verify payment details, and maintain accurate financial records.
- Collaborate with vendors, internal departments, and finance team to ensure timely payments.

AR SPECIALIST

- Manages and monitors the financial transactions and outstanding payments owed to the organization.
- Generate invoices, send payment reminders, and communicate with customers regarding payment terms and issues.



OPERATIONS



OPERATIONS MANAGER

- Plans and oversees the day-to-day operations of the business.
- Develop and implement policies and procedures to ensure efficiency.
- Closely works with all departments of the business, including the Warehouse operations (if applicable).

E-COMMERCE SPECIALIST

- Manages product refreshes and any updates to active e-commerce sites.
- Builds new e-commerce stores and pop-up shops.
- Assists CSR with placing webstore orders and answering client questions.

PRODUCTION COORDINATOR

- Works closely with vendors to ensure that orders are produced and delivered on time.
- Promptly notifies CSR and/or Sales if there are any production delays and provides solutions to keep the order on track.
- Proactively communicates order progress with the sales team.

PROGRAM CSR

- Tracks and continues to move program orders from start to finish.
- Acts as a liaison between Sales, Warehouse, and Clients, assists with answering questions throughout the production or shipping process.
- Communicates with vendors on next steps in the production process, assisting with proof approvals, shipping communications, etc.

MARKETING

The DCX logo is positioned in the top right corner of the page. It features the letters 'DCX' in a bold, white, sans-serif font. The 'X' is stylized with a small diamond shape at its center. The background of the entire page is a photograph of a woman with her arms raised in a celebratory gesture, wearing a black t-shirt with the DCX logo on it. The image has a dark, moody color palette with red and blue tones.

MARKETING MANAGER

- Develop and implement marketing strategies to support the company's goals.
- Onboard and train new marketing team members and offer support and guidance.
- Continue to educate themselves and the team on new marketing trends.

MARKETING ASSOCIATE

- Collaborate with teams to support them with marketing strategies and campaigns.
- Support the team with the creation of marketing materials.
- Plays a major role in coordinating and planning company events.

GRAPHIC DESIGNER

- Creates pre-production proofs utilizing vendor templates and client brand guidelines.
- Assists Marketing and Sales with any creative presentations and product concepts.
- Assists with logo edits as requested by Clients.