

Team Lead, Account Management (OD / CF)

Floship is a leading global fulfillment logistics provider, moving high volumes of cross-border e-commerce shipments for clients ranging from on-demand DTC brands to large batch crowdfunding campaigns (Kickstarter, Indiegogo, and others). We handle more crowdfunding fulfillment volume than any logistics company in the world, and that same operation powers ongoing fulfillment for growing e-commerce businesses.

We're looking for an experienced Team Lead to lead the AM function day to day — managing a group of leads who in turn run teams of Account Managers across both on-demand fulfillment and crowdfunding campaign accounts. The role suits an experienced AM leader who can operate through other managers and still go deep when the situation calls for it. You'll be setting standards, developing leaders, owning the health of the portfolio, and stepping in on the highest-stakes accounts and escalations.

What you'll do

- Lead and Mentor — coaching and developing the leaders who each run a team of Account Managers
- Own the performance of the AM function — service standards, account health, retention, and delivery across the full portfolio
- Build the bench — hire, onboard, and grow leads and AMs; run the fast-track from AM to leadership
- Be the senior escalation point — step in on at-risk or strategic accounts and resolve the issues your leads can't
- Carry select strategic accounts where your direct involvement matters most
- Partner cross-functionally with warehouse, IT, shipping, and vendor partners (courier and freight-forwarding) to remove blockers at scale
- Drive process and consistency — standardize playbooks, reporting, and ways of working across both on-demand and crowdfunding accounts
- Report up to the Head of AM / leadership on portfolio health, risks, and growth opportunities

What you'll need

- Significant experience in account management or client services, including managing managers (leading other team leads or senior ICs)
- Strong grounding in project management and supply chain / logistics
- Experience across both steady-state e-commerce fulfillment and project-based / batch fulfillment (crowdfunding a strong plus)

- Proven record of developing people and building teams
- Fluent to native English; Chinese (Cantonese/Mandarin) proficiency preferred
- Strong self-learner on new systems and tools; comfortable with data and reporting to run a portfolio
- Solid Microsoft Excel – beyond the basics

At our company, we believe that a supportive and inclusive work environment coupled with remote work and flexible options can contribute to a fulfilling and balanced professional life. You'll have the chance to tackle exciting challenges, grow both personally and professionally, and engage with a diverse group of individuals from all around the world.

Join us at Floship, where your expertise and dedication will be instrumental in shaping the future of e-commerce fulfillment, and together, we'll achieve remarkable milestones!