

Job Summary Maintains relationships with customers to ensure high level of quality service, communication, and response to customer needs. Accounts include existing accounts and new accounts. Coordinates requests and problem solving with other departments to provide the most effective and timely response. Maintains item classification listings per customer specifications and communicates new items and/or changes to the proper channels. Completes monthly reports and reviews product movement. Assists in preparing new customer proposals. Maintains customer supplier pricing/contracts and accurately inputs into system.

Essential Job Functions

- Maintains contact, including traveling to customers corporate headquarters and attending various customer conventions, with the department heads at the customers corporate offices and the customers field staff regarding status of account. Offers suggestions and resolves issues to ensure a profitable strategy/solution for both the customer and company.
- Obtains necessary information from customers regarding new product promotions, packaging changes, product deletions and receives and maintains accurate new supplier item information sheets.
- Maintains item classification listings per customer specifications. Review item descriptions with customers and purchasing to ensure agreement. Writes and enters item exceptions and deletions.
- Accurately communicates all new product requests, new promotions and/or changes on customer accounts to the proper department on a timely basis. Gathers information from departments and communicates status and results to customer to ensure correct and timely actions are taken.
- Resolves customer complaints.
- Keeps Director informed of red flag situations and provides solutions/options to solve problems.
- Meets with Purchasing and Replenishment team on a weekly basis, or as needed, to keep informed of movement changes in product inventory, pricing, contracts, etc.
- Obtains information and assists in the setup of a new account which will include numerous tasks customized for each customer needs. Requires precise execution/communication to ensure and fulfill customers expectations for an on time start up.

Minimum Knowledge, Skills and Abilities

- Bachelor's degree in related field or equivalent work experience may be considered.
- Two to four years experience in account services and sales.
- Excellent communication (written & verbal), and presentation skills.
- Proficient in Microsoft Word, and Excel applications.
- Excellent analytical and problem-solving skills.
- The ability to travel when required and the ability to adhere to the Company Travel Policy.
- The ability to lift, stand, or move light weight material.
- Exceptional customer service skills.