

Customer Accounts Specialist

Are you interested in working in a rapidly growing, well-funded, small company environment where you will be on a first name basis with the c-level executives? Would you like to work for a company which focuses on US-based manufacturing, not off-shore outsourcing? Are you passionate and motivated, and looking for an opportunity to take your career to the next level?

Then we have the position for you.

In this position your primary focus includes:

Being the first line of contact with our clients

Preparing quotes and responding to customer RFQs

Reviewing and processing incoming customer orders

Processing customer credit applications and obtaining other necessary information for new customer accounts

Submitting necessary purchase orders to vendors for materials and labor

Maintaining inventory records

Processing RMA requests

Updating delivery schedule and ensuring that vendors are on track for on-time deliveries

Resolving questions and special issues by investigating issues and composing responses, referring non-standard issues to supervisor

Maintaining quality service by monitoring standards and advising supervisor of potential problems

Preparing reports by collecting and analyzing information

Qualifications: Bachelor's Degree or equivalent work experience in customer service

Skills: Organization, Attention to Detail, Reporting Skills, Research Skills, Problem Solving, Customer Focus, Quality Focus, Proactive, General Math Skills, Excellent Administrative Writing Skills, Excellent Verbal and Written Communication

Proficiencies: Windows, Quickbooks, Microsoft Word, Excel, Publisher and PowerPoint