



Job Description

Job Title:	Accounts Coordinator		
Reports to:	Sales Leadership		
Department Name:	Sales		
Department #:	301311	Pay Grade:	H7
FLSA Status:	Non-Exempt	EEOC Classification:	(5) Administrative Support

Position Summary:

The position supports the Sales team in sales order processing and administration, systems support, and customer interactions with accounts. The account coordinator is responsible for all sales service interactions which includes order facilitation, order tracking, issue resolution, sales support & overall customer communication.

Essential Duties and Responsibilities:

- Work closely with other sales team members to ensure the team is providing excellent customer service
- Process custom orders with the ability to evaluate artwork and guide customers for best overall finished product
- Provide accurate responses to customer questions/needs regarding product availability, product information (including features/benefits), order turnarounds, personalization/customization/special orders, company policies (i.e., replacements, returns/exchanges, etc.), promotions/offer details, etc.
- Ensure information is entered into systems correctly and processes are being followed for the most efficient and effective results
- Work with Sales Leadership to ensure all support activities are in line with Tervis procedures. Where appropriate, suggest new ways of completing assignments more efficiently.
- Assist in the submission of credit memos and other adjustments as required.
- Ensure order issues are researched, resolved, and appropriately communicated.
- Assist Account Executives in successfully creating and maintaining customer databases for communication.
- Assist in new account onboarding process.

- Ensure customer satisfaction, resolve issues, seize opportunities, and maintain favorable business relationships
- Complete internal Tervis workflow for Custom programs
- Proactively service all sales orders for on time and accurate delivery.
- Support team with general administrative tasks, such as customer set-ups, compliance documents, etc.
- Responsible for handling heavy inbound call volume
- Perform customer problem resolution

Preferred Skills, Education, and Experience:

- Positive team player that can work closely with cross-functional team
- Supplier or distributor experience within the promotional products industry
- Must be able to work independently and as a team.
- Excellent verbal, written and telephone skills supported by strong interpersonal skills, exceptional judgment, and problem resolution abilities.
- Excellent organizational skills
- Excellent phone etiquette
- High accuracy rate and attention to details
- Flexibility to change
- Ability to work under tight deadlines
- Detail and process oriented with strong organizational skills.
- Ability to learn and retain product specific information and pricing
- Must be self-motivated with ability to use own initiative.
- Proficient in Windows Environment: Excel, Word, Power Point, Outlook
- Prior customer service experience essential
- Ability to multi-task such as typing while assisting a customer on the phone

Working Conditions:

Remote/partial office time

Other duties and responsibilities:

This job description does not list all job duties. Occasionally supervisors or managers may ask you to perform other duties. Performance is measured against the tasks listed in this job description and these other duties.

Management has the right to revise the job description at any time. The job description is not a contract for employment and either you or the employer may terminate employment at any time, for any reason.