

REGIONAL ACCOUNT COORDINATOR... Job Description

THE COMPANY

EmpireEMCO is a solutions leader in the rigid packaging industry within the US and internationally. Through our brand we are committed to helping our clients create and grow their customer relationships by providing a customizable mix of solutions that include cans, caps, closures, CRC Caps, fingertip sprayers, flex packaging, glass, plastic bottles, plastic jars, pumps, trigger sprayers, tubes and much more. Our passion is delivering the highest quality solutions for the best value to help businesses of all sizes meet their goals.

SUMMARY

The Regional Account Coordinator (RAC) position is responsible for the day-to-day servicing of our current customer base as well as interacting with potential and targeted prospects. You'll work with the Regional Sales Manager in your region to assist customers with all stages of their orders including the value-added packaging consulting services of EmpireEMCO. Those include design & innovation, logistics, global sourcing and warehousing. The Account Coordinator serves as a knowledgeable, reliable contact point for any information required by our customer base including assisting customers in placing orders, tracking orders, scheduling shipments, processing sample requests, providing stock and custom quotes, follow-up on any past due invoices, etc.

JOB DESCRIPTION

We are looking for a detail-oriented individual with strong communication & organizational skills to work directly with customers, vendors and our Outside Sales Managers. May work remotely. Experience in the packaging industry is preferred. Responsibilities include:

- Handle customer inquiries in a prompt, professional manner
- Generate quotes
- Request, ship and follow-up on samples/drawings
- Process incoming orders in a timely and accurate manner
- Save all pertinent information in electronic document retrieval system
- Ongoing follow-up communication with customers and vendors
- Work closely with Outside Sales Manager & provide support



Major Responsibilities

- Processes and maintains paperwork for sales and purchase orders.
- Provides sales support, which includes getting pricing from vendors, quoting customers, ordering samples, shipping samples and follow-up on all orders and projects.
- Responsible for organization of customer files.
- Works closely with sales managers for updates, new projects and quotes.
- Processes and enters sales orders, purchase orders and quote entries.
- Provides exceptional customer service to customers, vendors, freight lines and office personnel (handle all complaints, issues, etc.)
- Provides administrative support as needed.
- Assists sales managers as necessary, as well as providing assistance with additional projects as they arise.
- Direct and control the release of orders for shipping to ensure timely delivery to customers and meet company efficiency goals. Make recommendations to senior management on programs to improve the operation of the customer service functions.
- Address any complex and non-routine customer issues and requests.
- Act as backup to regional sales manager, RAC and others as needed, and perform in those roles when necessary.
- Promote a positive attitude by leading by example and fostering teamwork and a collaborative working environment.
- Other duties as assigned

Travel

- Travel - Some travel with your Regional Sales Manager may be required to meet with clients and attend trade shows.
- You must be comfortable traveling by automobile and air.
- You will have a one day overstay out of town once every two years.

Qualifications

- Bright, positive, energetic professional with outstanding communication and interpersonal skills
- Highly motivated self-starter who can work autonomously and as part of a team
- Ability to manage multiple tasks with shifting priorities and timeframes
- High level of initiative, creative thinking, decision making and problem resolution skills
- Office hours are 7 am – 6 pm. You choose your 8.5 hours per day (30-minute lunch)
We strive for a positive work life balance.

Requirements

- Strong oral, written, and verbal communication, interpersonal, and relationship building skills.
- Minimum 3 years relevant experience, preferably in packaging and/or distribution.
- Technology knowledge and familiarity with proficiency in Excel, Word and other Microsoft Office Suite of products.
- Ability to multi-task, work under pressure and meet deadlines.
- Strong organizational skills with a keen ability to prioritize.
- Strong administrative and data management skills.
- Ability to raise issues proactively and in a timely manner.
- Ability to work remotely and self-mange.
- Excellent customer service skills.
- Adobe Acrobat Pro DC a plus, but not required
- Epicor knowledge a plus, but not required

Compensation Includes:

Hourly Position

Life Insurance

401K

Medical Insurance

Vacation

10 Company Paid Holidays

Short- & Long-Term Disability

Health Club Membership

Dental Insurance

Personal Time

Please submit resume with salary requirements to smeyer@empireemco.com

Location and type:

Full-time employment in US