



Customer Service Account Manager

Purpose of the Role:

Spaulding Composites, Inc. is a leading manufacturer of engineered composite materials and plastics. We are a growing and dynamic organization. To facilitate our growth, we are looking for an energetic, driven, self-motivated, professional Customer Service Account Manager. The workplace at Spaulding is fast paced and complex. To excel in this position, the candidate will be a highly confident team player, with a keen eye for detail, problem solving skills and the ability to collaborate while working independently. This position is best suited to someone who has demonstrated success in customer service sales support. The position requires daily interaction with customers and many members of the Spaulding team. Key elements of the job will be to manage and facilitate efficient and timely processing of customer requests including sales orders, requests for quotes, return requests and general information requests as well as portal use/management.

Hours: Monday-Friday 8am-5pm

Duties and Responsibilities:

- Communicate with customers via phone, fax, EDI, and email.
- Answer incoming phone calls as needed.
- Enter orders into the Company's enterprise resource planning (ERP) system (Syteline by Infor), as well as update and maintain accurate customer and order information.
- Coordinate with Production and Shipping to schedule and expedite orders as needed.
- Process order confirmations to customers in a timely manner.
- Effectively communicate customer issues within the organization.
- Issue RMAs and work with customers and team-members to resolve complaints and problems.
- Prepare and assist with preparation of cost estimates, quotes, and proposals.
- Support the outside sales team with leads, contact names, project status and order status. Assist with sales calls and appointment setting when necessary.
- Purchase order contract review.
- Purchasing and scheduling for key customer accounts.
- Coordinate with the Production team to meet customer needs.

Key Knowledge and Skills:

- Excellent interpersonal and verbal communication skills; must have the ability to compose highly professional written correspondence.
- Attention to detail and accuracy and the ability to multi-task.
- Strong organization and information analysis skills.
- Good math and problem-solving skills.
- Technical aptitude a plus.
- Proficiency with word processing (MS Word) and spreadsheet (Excel) programs
- Internet skills
- Strong organizational skills
- Ability to multitask and switch projects as needed.

Experience, Education and/or Skills Preferred:

- 3-5 years' experience working with customers.
- Previous experience in a manufacturing environment a plus.
- High school diploma or equivalent.