

Company Name: Totally Bamboo
PPAI Number: 408801
Job Location: San Marcos, CA
Send Resumes to: David@totallybamboo.com
Job Title: Account Coordinator

Job Description:

The Account Coordinator will be responsible for customer care, order review, processing and general relationship building. This position will assist buyers through the entire order cycle, answer questions in a timely manner and to keep a positive and helpful attitude when handling requests. The Account Coordinator will work with buyers to customize products, help them through the approval process, and follow the order through to shipment. The position will work closely with Credit & Collections to establish credit on new accounts and manage accounts which are past due. This position works within a very fast pace environment where new information will be received constantly and processed quickly and accurately. Must be detailed oriented with the ability to handle multiple tasks but must know when to slow down to retain a high level of accuracy. Travel may be needed for a handful of tradeshow during the year.

Required Qualifications:

- At least 10 years experience in a Customer Service or Sales Support role
- Excellent interpersonal, written and analytical skills
- Experience and skill at using MS WORD, EXCEL.
- Detailed oriented – you must be good at managing a great deal of information
- Have an excellent sense of urgency and the ability to work with little supervision

Preferred Qualifications:

- Prior work experience within the Promotional Products industry
- Bachelor's degree from a quality University
- Experience in a company that has experienced significant growth
- Background in sales
- Experience supporting employee sales staff and non-employee sale representatives
- Experience using MAS/SAGE accounting software or similar ERP system