



Job Descriptions
DS001w Account Representative

Job Title: **Account Representative** FLSA Status: Exempt or Non-Exempt
Department: Administrative Reports To: Manager, Sales
Revision Date: 1/03/2017

SUMMARY DESCRIPTION: An Account Representative provides the best possible customer satisfaction to the organization's customers by addressing and resolving customer inquiries, sourcing spares, and creating sales quotations, in accordance with company policies and procedures.

DUTIES AND RESPONSIBILITIES: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

1. Begin the sourcing process by finding and engaging suppliers of parts, obtaining most competitive pricing and lead time for customer quotations.
2. Maintain effective relationships with vendors and resource problematic parts. Establish/negotiate price lists with suppliers.
3. Use sourced findings to create cost+ quotations through bill of materials and maintaining pricing spreadsheets. Enter quotes into the ERP system.
4. Point of contact for customer inquiries, questions or concerns. Verify pricing/lead time for expired quotes
5. Build and maintain working relationships with customers and introduce additional products and services.
6. Correspond via phone calls, emails and any other form of communication with customers regarding requirements, status of order and any other pertinent information.
7. Update and maintain information in database including vendor pricing and customer related information.
8. Work with Order Management to expedite requests for the customer.
9. Work with Compliance to obtain necessary documents for authorized exports.
10. Effectively interact with all levels of office and warehouse staff
11. Participate in weekly sales meeting.
12. Follow up with customers to obtain feedback on quotations.

SUPERVISION:

N/A

EXPERIENCE AND QUALIFICATIONS:

Entry-level position. College degree preferred, but not mandatory. Minimal travel. Must have proficient computer experience with various programs: MS Excel, MS Word, MS Access, Adobe Acrobat and the ability to research information using the internet. 3 years experience in the automotive maintenance repair and service or defense industry preferred. Detail oriented person with strong administrative follow-up and follow-through skills. Strong written and verbal communications skills to effectively interact with customers, vendors and other employees of the organization. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to work independently and with a team, under pressure, and meet deadlines. Minimal travel may be required.

PHYSICAL REQUIREMENTS:

Finger dexterity for operation of personal computer and routine paperwork

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