

Customer/Account Specialist

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$25.00 to \$30.00 hourly
Employment status: Contract / Temporary

Description

A company in The Woodlands is seeking a Customer Support/Account Representative for an in-office, contract to hire role. Candidates will need to have a minimum of 3-5 years experience in Account Management, Sales Support, Order Management, and Customer Service. Ideal candidate will have experience with SAP as well. If you are interested and qualified, please apply today!

Responsibilities include:

Order Management

Overall management of customer orders in SAP

Ensures customer PO's are received with accurate information and are saved to the document retention area.

Interface with shipping clerks at each plant to confirm orders are loaded and shipped on schedule and communicate information to customers as required

Communication with customers and shipping clerks any order changes in a timely and accurate manner.

Communicate with relevant parties including internal and external contacts regarding customer order and billing issues

Provide support to team during busy order or plant issue times to establish a cohesive teamwork environment

Maintains accurate "Order Entry Notes" for assignment area including details of customers order patterns

Effectively escalates customer issues to team lead in a timely manner

Provides accurate and timely processing of month-end billing activities assigned

Manages and coordinates order changes in relation to product allocation between plants as needed

Manages open deliveries within the set targets of the department and coordinates with the shipping clerks and customers on notification of any changes

Account Reconciliation & Issue Management

Assigns appropriate reason code in SAP for any invoice corrections.

Responsible for entry of credit and debit requests to customers' accounts due to errors or customer requests according to department processes and company policies

Liaise with the Finance, Sales, Supply Chain, and Customer Service for requested information and documentation needed in issue resolution

Resolve complex customer issues in a professional and timely manner

Support customer audit requests as requested

Sales Support

Interface with shipping clerks to ensure on time delivery of barge, railcar, and truck shipments

Interface with the shipping clerks to allocate material as needed to distributor customers and communicate such action to all parties as appropriate.

Interface with the commercial sales team to ensure pricing is correctly applied to all orders.

Interface with commercial sales team to proactively communicate significant order pattern changes.

Request customer account setups, which may require data collection with the customer directly

Work on special projects as assigned

Develop strong working relationships with internal and external customers

Build your knowledge, personal skills and experience to ensure you are a dependable team member

Requirements

Minimum Qualifications:

Degree in Business preferred or comparable work experience may be substituted (4-5 years)

3+ years Customer Service and/or Sales Support experience

SAP experience preferred but not required

Knowledge of Order to Cash/Sales and Distribution processes a plus

Able to be on call approximately 1 week per month (24/7 Support)

Excellent written and verbal communication skills and the ability to maintain confidentiality.

Ability to perform effectively in a self-directed work team; obtaining assistance when needed

Maintains a positive “can do” outlook, rebounds quickly from frustrations and unpleasantness, and maintains composure and friendly demeanor while dealing with stressful situations.

Ability to organize, prioritize, and perform multiple tasks with minimal supervision

Able to maintain high volumes of requests accurately with quick turnaround time

Effective interpersonal and communication skills – verbal and written

Ability to multi-task

Detail oriented, professional attitude, reliable

Strong analytical, problem solving, and decision making skills

Proficient with all Microsoft Office Software; Excel, Word and Outlook

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