

“Accounts Support 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: \$22.80 to \$26.40 hourly

Employment status: Contract / Temporary to Hire

Description

Position Details:

Position Title: Accounts Support Specialist

Job Notes (attach official job description, if available):

MAJOR RESPONSIBILITIES

- Create Proposals, Bids for Account Managers.
- Create and send Letters to customers.
- Manage calendars.
- Using our internal software – Method accurately.
- Process and execute accurately New, Change and Cancel Jobs for our Customers.
- Edit Contact information.
- Calculate Rates.
- Process and execute accurately one-time jobs for our Customers.
- Provide excellent customer service while multi-tasking.
- Receive requests from Operations/Sales for bid proposals and email them to the customer.
- Receive requests to setup Calendar Invites, reminders, etc.
- Serve as a personal reminder of upcoming meetings, appointments, scheduled services, events, etc.
- Relay customer concerns, complaints, requests to managers.
- Liaison to receive follow up from the field and relay to customers.
- Run and review operations reports to ensure accuracy.
- Review and run sub reports to ensure accuracy.
- Contact drivers and subs as needed to relay site info or correct invoicing.
- Review Department invoices and organize for managers for review.

QUALIFICATIONS

POSITION-SPECIFIC SKILLS

- Strong self-starter, Proactive.
- Attention to Detail.
- Dependable, ethical, and honest.
- Ability to maintain a high level of confidentiality and exercise discretion.
- Performs work accurately with high attention to detail.
- Strong quantitative and analytical skills – can think and reason to solve a problem.
- Ability to exercise good judgment in a timely manner
- Effective time management, planning and organizational skills
- Strong interpersonal skills; excellent verbal and written skills with the ability to communicate information clearly
- Works gracefully under pressure and deadlines; ability to multi-task, meet strict deadlines, and work under pressure.
- Enjoys a fast-paced environment; flexes as needed.
- Establishes good rapport and cooperative relationships inside and outside the organization.
- Ability to work independently and effectively in a team environment

EDUCATION/TRAINING

- High School Diploma
- Associates or bachelor's degree in a related field.
- Ability to guide, direct, and coordinate multiple projects
- Ability to read, analyze, and fill out reports and documents
- Ability to apply mathematical and analytical skills
- Ability to understand checks and balances within a financial capacity to achieve a working profit
- Bilingual in Spanish a plus
- Must satisfactorily pass the pre-employment background screening process

Top 3 requirements:

- 3-5 years customer service experience
- Tech savvy with intermediate Excel skills
- Proactive/multitasker attitude

Software Needed: MS Excel, CRM/ERP a plus – they use Method

Years of Experience: 3-5

Open to Recent College grad? no

Education required: Associates minimum preferred

Requirements

Account Management, Customer Service, Resolve Customer Service, Customer Quotes, MS Office, MS Excel

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

This Job Posting will expire in 10 days.