

## “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

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### Requirements

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

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**This Job Posting will expire in 10 days.**