



## ACCOUNT COORDINATOR JOB DESCRIPTION

**Job Title:** Account Coordinator  
**Department:** Commercial  
**Reports To:** VP Commercial Sales & Marketing

### **Position Summary:**

### **Essential Duties and Responsibilities:**

The Account Coordinator will be responsible for a list of customer accounts where they will be the first point of contact for all communications pertaining to commercial activities. The core role for this position is to provide customer service to these customers and provide pricing, samples and information regarding orders when demanded by customers. This individual will work closely with the outside sales team to ensure customer's needs are met in a timely fashion. The Account Coordinator will handle some project management responsibilities as new projects arise and then work collaboratively with designated Project Manager to ensure all technical developments are completed on time and accurately with Spain. The Account Coordinator will also work closely with the Operations and Quality Departments to ensure orders are produced and completed within the confirmed lead-times.

### **Essential Duties and Responsibilities:**

1. Provides accurate and timely product and pricing information. Proactive when clarifying customer request; selecting appropriate information; forwarding information; answering questions.
2. Forward request or claims from customer to appropriate Dept and ensure timely completion of assigned task.
3. Inputs changes into ERP based on research and corrections with customer. Notifies sales manager and stake holders of corrections.
4. Act directly with the customer to define and comprehensively establish the most appropriate technical and economic solution
5. Keeps the flow of information to the organization and to the customer with respect to timelines, commitments, possible deviations, and communicates directly with the Business Development Manager on any possible shortfalls.
5. Ensures that customer timelines will be met in terms of quality, production scheduling, supplier and/or outside sourcing.



**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Continuous Learning** - Assesses own *strengths* and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Strives to continuously build knowledge and skills.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional situations. Meets commitments.

**Planning & Organization** - Integrates changes smoothly. Prioritizes and plans work activities. Uses time efficiently. Works in an organized manner.

**Problem Solving** -Gathers and analyzes information skillfully. Identifies problems in a timely manner. Works well in group problem solving situations.

**Teamwork** - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

**Use of Technology** - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date.

**Education/Experience:**

Bachelor's Degree in business or marketing preferred

2-3 years of customer service experience

Any experience Graphic Printing, Labels, Flexographic Printing, Plastics, Packaging

Bilingual, Spanish-English required.

Exposure to international business cultures preferred.

**Computer Skills:**

Basic computer skills required. General proficiency of Microsoft Excel and Microsoft Word.