

## Sto Corp. Job Description

January 9, 2019

**Title:** Account Operations Specialist

**Location:** Atlanta, GA 30331

**Reports To:** Manager, Order Processing and Customer Relations

Sto Corp. (Sto), a global innovation leader of façade insulation (EIFS) and high performance coatings, is seeking an Account Operations Specialist. In this role, the Account Operations Specialist will be responsible for providing service and support to customer accounts along with the coordination of logistics activities including: freight, inventory management, production planning and supply chain efficiency. The position is the central point of contact for Sto Corp. sales personnel, customers and manufacturing.

### **Job Responsibilities (includes, but not limited to):**

- Build strong working relationships with distributors, sales and plant personnel with focus on customer needs and expectations while maintaining efficiency within the supply chain
- Process and manage orders in SAP following ISO procedures
- Coordinate order requirements with distributors, plants, sales personnel and third-party logistics partner (C.H. Robinson Worldwide)
- Serve as the claims coordinator for assigned accounts, utilizing Salesforce.com to monitor, document and follow through to resolution
- Train and assist distributors and sales personnel on Sto Corp web-based applications
- Work with cross functional teams to suggest and implement process improvements
- Act as liaison between sales/marketing and distributors for product introductions
- Use discretion in assisting with high priority requests or when escalating issues
- Provide support throughout the Supply Chain Group as needed and/or directed by the Manager, Order Processing and Customer Relations

### **Education:**

- Bachelor's degree in related field or equivalent in work experience

## Requirements:

- Two to seven years practical experience in Plant Operations, Customer Service/Relations, Logistics or equivalent combination of education and experience
- Customer service focused attitude
- Possess strong communication skills, both oral and written
- Ability to quickly gain credibility and respect with internal/external customers
- Self-motivated, proactive problem solver
- Strong organizational, interpersonal and creative skills are necessary to meet the demands of the position
- Be a team player – willing to work for the improvement of the team and its goals
- Strong negotiation skills and attention to detail
- Ability to make decisions in a complex, fast paced environment
- Experience working with a CRM (preferably Salesforce.com)
- Experience working with ERP business systems (preferably SAP)
- Advanced level of experience with Microsoft Office (Excel, Word, PowerPoint)
- Fluent in English and Spanish preferred

## To Apply:

- Submit resume to [Jobs@StoCorp.com](mailto:Jobs@StoCorp.com). Job ID: AOS-30331