

Job Description

Reviewed August 2, 2022

Title: Account Management Specialist

Location: Atlanta, GA 30331 (Hybrid)

Reports To: Manager, Account Operations and Customer Relations

Purpose:

Sto Corp. (Sto), a global innovation leader of building enclosure systems and high-performance facade coatings, is seeking an experienced Account Management Specialist. In this role, the Account Management 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 and Plant personnel and customers.

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 customer orders in SAP following ISO procedures.
- Coordinate order requirements with distributors, Plant and Sales personnel, and third-party logistics partner.
- 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, Account Operations and Customer Relations.
- Performs other duties as needed.

Education:

- Bachelor's degree in related field. Equivalent work experience in lieu of educational requirement may be acceptable.

Knowledge/Skills/Abilities:

- Two to seven years practical experience in Customer Service/Relations, Logistics, Plant Operations or equivalent combination of education and related work experience.
- Advanced level of experience with Microsoft 365 Office (Excel, Word, Outlook, PowerPoint).
- Experience working with a CRM (preferably Salesforce.com).
- Experience working with ERP business systems (preferably SAP).
- Experience working with third-party logistics providers.
- An affinity for current digital technologies is essential.
- Customer service focused attitude.
- Possess strong communication skills, both oral and written.
- Must be fluent in English. Fluent in Spanish is preferred.
- Ability to quickly gain credibility and respect with internal/external customers.
- Self-motivated, proactive problem solver.
- Strong time management, organizational, and interpersonal 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.
- Self-motivator - willing to take the initiative.
- Creative innovator with entrepreneurial spirit.
- Active, lifelong learner mentality.

To Apply:

- Submit resume and cover letter to Jobs@StoCorp.com. Job ID: AMS-30331