

Job Description

Title: Manager, Account Operations and Customer Relations

Location: Sto Americas Headquarters, Atlanta, GA 30331 (Hybrid work schedule)

Reports To: Director, Supply Chain Management

Summary: Sto Corp. (Sto), a global innovation leader of building enclosure systems and high-performance facade coatings, is seeking a Manager, Account Operations and Customer Relations. In the role of Manager, Account Operations and Customer Logistics, this person will be responsible for the management and performance of the functions related to fulfilling customer orders from order entry to product delivery. This position will be responsible for developing, implementing, and maturing initiatives related to Customer Management & Relations, Order Processing, Order Fulfillment and Logistics. This role will work closely with the IT group as related to SAP and the Order Processing, Order Fulfillment and Logistics modules along with the Plant Facilities with regards to Order Processing and Fulfillment.

Essential Duties & Responsibilities (includes, but not limited to):

- Manage Account Operations group (5-8 direct reports) using associated performance goals/targets
 - Educate direct reports and customers on operating parameters, order management and compliance expectations
 - Develop and measure performance against defined goals/targets/metrics including, but not limited to order processing time, call handling time, calls per rep/day, orders touched/changed/day, etc.
 - Develop, implement, and manage group performance and process optimization efforts through leveraging various software applications, such as Simulations, User groups, Web-based aids, TMS software, etc.
- Manage Customer Complaint Process at point of initial customer contact
 - Ensure group direction to achieve “on the spot” complaint resolution and immediate response
 - Establish complaint detail requirements and enforce requirements
 - Work with Quality Manager to establish protocol for complaint resolution and findings for feedback/communications to the customer and Salesforce.com
- Develop a culture of customer intimacy related to both external and internal customers' needs and expectations
 - Create measures and approaches to quantify customer satisfaction and overall group performance – i.e., 360-degree reviews, spot audits, feedback measures, etc.
 - Work cross functionally to achieve strategic company goals/objectives
 - Work closely with Plant Operations to improve working relationships and streamline common processes
- Develop and maintain all related order processing, customer information, etc. related to SAP. This includes process mapping, detailed instructions, educating direct reports, etc.
- Perform other duties as assigned

Requirements:

- Bachelor's Degree in Business/Logistics/Management or related field OR 10+ years' experience in lieu of degree
- ERP software experience required, SAP (PP, MM, SD modules) working knowledge preferred
- Experience working with a Transportation Management System (TMS) preferred
- 3-5 years Customer Service/Customer Relations Management/Sales Management required
- ISO 9001 exposure (as related to Order Fulfillment) preferred
- Customer service focused attitude
- Excellent interpersonal skills and ability to build relationships
- Self-motivated, proactive problem solver
- Strong written and oral communication skills
- Ability to make decisions in a complex, fast paced environment
- Advanced level of experience with Microsoft Office 365 (Excel, Word, PowerPoint, Outlook, Teams)
- Dual language preferred, English/Spanish

Qualified candidates interested in applying for this position should email cover letter & resume to Jobs@stocorp.com.
Job ID: MAOCR