



Job Description

Job Title: Associate Account Manager
Department: Account Services
Reports To: Director, Client Services
FLSA Status: Salary, Exempt
Revision Date: February 2019

Summary

The Associate Account Manager is responsible for supporting the Account Management Team to manage new developments and orders from concept to delivery, support Twincraft's growth and profitability by providing excellent customer service while balancing the needs of our business and continually managing customer expectations to ensure on-time shipments.

Essential Duties and Responsibilities

- Support Account Management to manage accounts/customers to ensure timely, complete, quality shipments in such a manner that Twincraft Customers are delighted with their product while balancing the needs of our business. Work collaboratively with Account Management, Product Development and Operations to execute project plans and generate/manage data to support project deliverables.
- Collaborate with Quality & Production to ensure customer complaints are resolved quickly and thoroughly.
- Maintain detailed and orderly customer data in CRM system.
- Track progress of production orders and keep the customer informed.
- Create, maintain, and distribute project timelines.
- Participate in cross functional team meetings and conference calls with customers taking meeting minutes when needed.
- Ensure signed customer approvals are received at each of the required steps during the development process.
- Accurately enter orders into Epicor within 24 hours of receipt and maintain the order as needed throughout the process.
- Assist Product Development Teams to accurately maintain the Product Specifications database.
- Maintain and keep current product files and retains.
- Generate and distribute reports such as inventory, ship history, and open orders to internal and external customers as needed.
- Track customer-supplied components and acknowledge receipt.
- Coordinate final disposition (return/destruction) of leftover customer supplied items.
- Work with internal and external customers to research and resolve discrepancies/issues as they occur.

INNOVATION makes us different

- Field inquiries from customers providing timely responses and documentation as appropriate.
- Submit credit requests for customers after obtaining all the necessary approvals.
- Process charges (dies, special runs, plates, etc.).
- Release orders for shipment and send shipping documentation to customers.
- Support and help implement continuous process improvements.
- Support and adhere to Twincraft's values and credo.
- Perform other duties as assigned.

Education and Experience

Associate's degree or related experience and/or training; or equivalent combination of education and experience.

Personal Characteristics

- Conscientious
- Customer focused
- Detail-Oriented
- Team-Oriented
- Cheerful
- Problem Solver
- Organized

To apply, please submit a resume and a cover letter to jobs@twincraft.com.

INNOVATION makes us different