



East West Manufacturing - JOB DESCRIPTION

Customer Account Analyst

FLSA: Standard/Exempt

EEO Category: Professionals

Created: 05/2019

Last Revised: 05/2019

Purpose:

Under general supervision, responsible for performing related duties as required for “key” account that require the highest level of service.

Reports to: Administrative Operations Manager

Duties, Functions and Responsibilities:

- Analyzing, forecasting, planning and managing the supply chain for domestic customers.
- Plan and manage production schedules and inventory levels for domestic customers. This also requires monitoring inventory levels and adjusting production plan.
- Participate in cross functional team launches of new products and customers to ensure process compliance and customer satisfaction.
- Analyze and summarize customer issues to prepare appropriate solutions/clarifications to respond to customer issues. Use this information to improve tools and processes with management and IT to increase customer satisfaction.
- Evaluate and prioritize customer inquiries to better serve the customers.
- Maintaining and building relationships with other internal departments, outside suppliers and client base to improve business performance.
- Build customer accounts file knowledge and understand each account's business and process.
- Manage all activities associated with assigned customers such as key management contacts, customer feedback, contractual agreements and payment processing/collections.
- Coordinate the creation and/or preparation of internal/external reports which involves gathering, analyzing, calculating, compiling and summarizing data and information from all departments and business units.
- Creates and/or prepares Customer Sales Orders and Vendor Purchase Orders as they come in from customers.
- Monitors orders by verifying and investigating problems with purchase orders and calling appropriate parties.
- Keeps customers informed by confirming and clarifying complex orders; noting shipping or back-order delays.
- Investigating concerns with issuance of credit or payment.
- Maintains historical information on purchases from vendors and customer orders by filing orders and related documents.
- Maintains operations by following policies and procedures; reporting changes as needed.
- Answers complicated customer requests or inquiries concerning services, products, billing, etc.
- Processes corrections to customer accounts.
- Receives by email, fax, or phone inquiries from customers and vendors requiring research and reporting.
- Develops and maintains a knowledge and understanding of East West products and services

Responsibilities - Supervisor and/or Leadership Exercised:

- May provide leadership, peer evaluation, assist with training, and guidance to others.

Knowledge, Skills, and Abilities:

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Knowledge of good customer relations practices.
- Skill in handling multiple tasks and prioritizing.
- Skill in handling conflict and uncertain situations.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to establish and maintain effective communication and working relationships with customers, vendors, other employees and the public.
- Knowledge of basic mathematics.
- Knowledge of office and administrative practices related to receiving.
- Knowledge of basic billing procedures.
- Skill in establishing and maintaining good working relationships with customers, vendors, other employees and the public.
- Skill in record keeping.
- Skill in reviewing invoices, bills, etc. for accuracy and completeness.
- Ability to communicate effectively orally and in writing.
- Knowledge of Inventory management practices including proper forecasting, increasing turns, and order management.

Minimum Qualifications:

- Education: Graduation from an accredited four-year college or University with major coursework in Business, Marketing, or in a field related to the job.
- Experience: 1-3 years' experience in an inventory management or supply chain-based role.

Licenses and Certifications Required:

- NA

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.