



## Account Services Representative

### Job Description

Department:	400 - Account Services	Reports To:	VP
Positions Supervised:	This job has no supervisory responsibilities.		
Travel Required:	0%	FLSA Status:	Exempt
Schedule:	M-F 8:30-5:30	Classification:	Full-Time
Last Revision Date:	2/22/2022	Location:	Oldsmar, FL

#### Job Summary

This position is primarily responsible for supporting the sales team and our major accounts with duties such as new store openings, merchandising resets, replenishment orders to ensure that all the right products arrive when requested, with a high level of service to customers. The role also includes managing project work and communication to internal cross-functional disciplines, such as engineering and operations, to support required activities. Complex problem-solving and constant customer communication are also part of the daily responsibilities.

#### Duties and Responsibilities

The following are duties and responsibilities for the position. Other duties or functions may be performed as assigned.

- Work with Sales team and customer to clearly understand work requirements to enable thorough execution of requests.
- Maintain active store list for assigned customers.
- Monitor credit status for assigned customers
- Coordinate projects (i.e. such as new store openings and merchandising resets for retailers) which require detailed and cross-functional activities both internally and externally.
- Review status of replenishment orders and back orders to insure timely shipping.
- Build an in-depth knowledge of Vanguard products and systems to become an "installation expert" to ensure and create correct documentation and working with Engineering as needed.
- Provides guidance, support and training to the department for customer equipment, usage and direction.
- Ensure that customer documentation is available on shared info portal.
- Maintain strong relationship with customers to assist in executing their requests and delivering communications, which includes leading and/or participating in weekly customer conference calls.
- Monitor the review of client product assortments to determine power coupler requirements.
- Involvement in the requisition of samples from manufacturers for review.
- Provide phone coverage and troubleshooting as needed.
- Coordinate with Sales Team in forecasting of product.

#### Knowledge and Technical Skill Requirements

To perform this job successfully, an individual should have the following knowledge and skills:

- Proficiency in PC skills; Microsoft Office Suite.
- Demonstrated customer service skills.
- Must be able to create, monitor and execute project activity (using software application).
- Strong analytical and problem-solving skills.
- Self-starter and a team player.
- Must have excellent written and verbal communication skills.
- Can excel with minimal daily supervision.
- Highly organized and detail-oriented with ability to prioritize.
- Expected to lead and facilitate meetings.

- Professional demeanor.

**Education and/or Experience**

- Minimum five years of Customer Service, Sales Support, and/or Sales-related experience.
- Degree preferred.

**Certificates, Licenses, Registrations**

This position does not require certificates, licenses, or registrations.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of standing, sitting, as well as some repetitive movements and repetitive lifting of minimal weight. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment**

The work environment has a normal level of office sound. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Travel**

Travel may be a requirement of this position.

**Supervisory Responsibilities**

This position does not have supervisory responsibilities.

*Vanguard Protex Global is a drug-free workplace.*

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**Employee Name**

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**Employee Signature**

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**Date**