

Customer Account Coordinator (Level I) – North America

ECI Corporate Mission Statement:

“Our mission is to provide unparalleled value and satisfaction to our business partners by providing exceptional service and support to our customers, each other, our families and our community.”

Basic Job Function:

The main objective of the Customer Account Coordinator is to fully support the corporate mission statement by taking ownership of each assigned customer. The CSR must provide the highest possible levels of service including superior proactive communication, accurate/solid information, options and solutions, single source service and a friendly, “easy-to-do business with” attitude. The goal is to maintain ECI’s position as the Industry Leader in Customer Service.

Essential Duties and Responsibilities:

- *Take ownership of each account* - serve as ECI’s primary point of contact for that customer
- *Be the Voice of the Customer* – ensure our organization understands customer business requirements and clearly communicate the expectations to our organization.
- *Be the “Demand Manager” for each customer* - load customer demand (forecasts and purchase orders) into our ERP system (BPCS). Analyze changes in demand patterns and communicate to the Supply Chain and Operations Teams
- *EDI Monitoring* – follow up on electronic communication of forecasts and pulls to trouble shoot transmission issues or retrieve electronic messages.
- *Shipment Management* – create warehouse pick tickets and follow up to ensure loads went out complete. Communicate ASN or Shipment information to the customer.
- *Troubleshoot and Support Resolve Customer Issues* – work with production, shipping and other departments as needed and customers. Respond to customer service calls and general inquiries and / or complaints, ensuring proactive communication. Quickly escalate issues to a Manager when necessary.
- *Anticipate Customer Need* – make the customer feel comfortable by proactively taking care of their needs.
- *Logs customer issues* – Anything escalated to management or of an impactful nature to the customer needs to be captured.

Knowledge, Skills and Abilities:

Position interacts with internal and external customers and requires:

- Highly developed interpersonal skills
- Must be able to resolve sensitive customer issues
- Ability to work well under pressure
- Ability to download and analyze data to make accurate and documented business cases/assumptions
- Strong desire and ability to serve customers and solve problems
- Detail oriented with the ability to multi-task and set priorities
- Excellent interpersonal, written and oral communication skills
- Strong team player with ability to adapt to change in a fast paced environment
- Basic Warehouse Processes: Pick/Pull, ASNs, Shipping Documentation, Air shipments, After Hours
- Basic Factory Processes: Production flow, Line/APU concepts & capacity,
- Basic NPI - understand IP target dates and how it relates to customer demand and shipments
- Understands customer SSA agreement (or what a SSA is if their customer does not have one) w/ respect to inventory levels ECI is to maintain
- Spanish fluency is a benefit, not required.

Experience/Education:

Bachelor’s degree is preferred or 1-3 years in logistics, materials planning, or customer service