



Premium Dried Fruit

Job Title: International Account Coordinator
Department: Customer Service
Reports to: Customer Service Manager
Date: August 8, 2016

Summary:

The primary function of the International Account Coordinator is to be the key interface with our customer accounts in managing PO receipt, order acknowledgement, shipment commitment, while providing regular shipment updates. This role encompasses complete management of customer orders from PO receipt through destination arrival, while providing “Best in Class” service to customer accounts in a timely & efficient manner. May also be assigned special projects under the direction of the Department Supervisor.

Accountability #1 – Essential Duties, Responsibilities & Functions:

- Total management of customer orders. This involves receiving, scheduling, shipping and documentation for customer orders. Requires coordination with sales, production and logistics.
- Responsible for entry of orders into system, provide timely and realistic ship commitment dates to customers, working internally within manufacturing to ensure product is shipped in a timely manner. Act as voice of customer within Mariani.
- Ensure that pricing of customer purchase orders is in-line with price quotes. Maintenance of customer contracts and ensuring contract fulfillment.
- May be asked to support debt collection from time to time.
- Will be responsible to ensure that new customers are fully checked and loaded on computer systems before any business commences along with maintenance of existing customer information.
- Will need to effectively interface with the Operations team to manage manufacturing schedules in line with capacity and supply lead-time challenges, management of customer demand in line with priorities and pressures.
- Work with sales and logistics team to effectively commit best “can do” ship commitments against new business opportunities or large / short lead-time customer purchase orders.
- Creation and maintenance of customer product and packaging specifications ensuring customer and regulatory needs are addressed.
- Ensure compliance with country import requirements including export and import documentation.
- Trace, track and obtain freight quotes from outside agencies like SCTC and NVOCC’s. Book passage via ocean or air transportation of product goods with tracking and management of shipments from Port of Entry to confirmation of customer delivery.
- Manages complex customer situations promptly and professionally meeting commitments for service and assistance.
- Embrace ongoing process development and beneficial change to identify best solutions. Identify opportunities to improve practices.
- Drive effective communication up, down and across business to ensure we are meeting and exceeding the expectations of our customers while balancing the company’s business needs.
- Prepare daily, weekly and/or monthly reports as needed/required
- Other duties and responsibilities as assigned

Accountability # 2 – Skills and Abilities

- Attention to detail, good follow-through and organization skills are paramount
- Excellent communication skills (both oral and written) are imperative to ensure quality & efficiencies with external and internal customers
- Excellent decision-making abilities and ability to apply information
- Reliable, flexible, proactive, team player and highly motivated.
- Knowledge of food production, including food quality and safety programs is preferred
- Working knowledge of MS Office (Word, Excel, Outlook)
- Ability to work in a dynamic, pressured and ever changing environment
- Keep manager aware of significant issues or concerns identified during routine activities
- Liaison with Quality Assurance addressing complaints, questionnaires and documentation

Accountability # 3 – Education:

- College degree or equivalent experience
- 1-2 years of experience within customer fulfillment role preferred

Accountability # 4 – Communications:

- Ensures clear and timely communication within department and with other departments to maximize quality, productivity and minimize down time.
- Acts as a problem solver and team player.
- Must have good written and verbal communication skills.
- Must be experienced with a personal computer, MS Word, Excel MS Outlook and System 2000.
- Keeps management team abreast of significant issues or developments identified during routine activities and actions being taken to improve the situation.
- Presents technical information and or procedures to the team.

Accountability # 4 – Personal Growth:

- Exercises tact and discretion in interpersonal contacts.
- Respects confidentiality of privileged information.
- Supports the Company Values.
- Demonstrates commitment to continued personal and professional growth and development.

Accountability # 5 – 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee will occasionally lift and /or move 10 to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.