



Account Services Coordinator

JOB SUMMARY:

Enter and manage distributor stock orders for assigned territory. Evaluate part numbers, pricing and commission levels. Manage Unshipped, Unscheduled and Missed Shipping Date reports for all assigned orders. Assist in coordinating inhouse training with sales and management team. Assist post sales team as needed with RMA & Warranty Requests for stock orders.

RESPONSIBILITIES:

1. Enter all Stock and EDI Orders within Oasis software system and submit to manufactures for processing; confirm part numbers, pricing and commission levels.
2. Review daily Oasis order management reports to ensure orders are scheduled and shipped within appropriate timeframes.
3. Assist in managing warranty requests for all assigned orders utilizing Oasis software system for follow up.
4. Generate and send prior approval drawings from project quotations within Oasis software system.
5. Manage Mlazgar Phone System; Answer and direct all calls that come into main line.
6. Coordinate and manage Mlazgar sample inventory.
7. Assist with running Oasis Order Status Downloads.
8. Assist in coordinating in house training with sales and management team.
9. Manage Mlazgar shipments inbound and outbound.
10. Other duties as assigned.

JOB REQUIREMENTS:

EDUCATION: High School Diploma.

EXPERIENCE: Previous Customer Service and/or Order Entry Experience.

SKILL: Excellent communication and accuracy skills, ability to professionally represent Mlazgar Associates Inc. Proficient with computer systems including order entry, MS Excel, Word and, Adobe Acrobat.

JOB ACCOUNTABILITY: Enter and manage stock orders, phone system and sample inventory.

REPORTS TO: Jennifer Kerr, Director of Distribution

EMPLOYEE CLASS: Salary

STATUS: Non-Exempt

ABOUT MLAZGAR ASSOCIATES:

- Fast-paced and fun work environment that rewards success
- Flexible work schedule and/or remote work options
- Competitive base salary with bonus potential
- Comprehensive benefit package as well as 401k
- Paid Time Off
- 9 ½ days of Paid Holidays
- Office hours 7:30am-4:30pm Mon-Fri
- Rotating Friday hours 7:30am-2:00pm