Program Associate (Associate Account Manager)

**General Description of Position:**

Associates will work with Sales Directors and Sales Managers to provide Project management and Account management support to customers and prospective customers. These will include clerical, administrative activities and assist with new item specification setup among other duties as assigned. This position will report to the Program Manager.

**SPECIFIC FUNCTIONS OF POSITION:**

1. Work directly with customers to obtain pricing information, address complaints and handle all aspects related to the order status.
2. Process orders for repeat items and new items assisting with new item specification setup. Maintain an accurate open order file.
3. Work with Sales to prepare item cost estimates ensure that rates, crewing and raw materials are calculated and submit to accounting for costing. Review costing with Sales Director for accuracy and obtain pricing information to issue the formal quote to the customer.
4. Report Daily to the Sales Director on order status, completed orders, canceled orders, etc.
5. Investigate reasons for requested credit and process credit memos.
6. Working with Sales prepare sample request forms for Technical Services for the completion of customer samples.  Track sample progress to ensure compliance with customer commitments, Review samples for compliance with specifications, ship samples to customer and to Sales Director if requested.
7. Enter manufacturing and case label specifications ensure that information is accurate. This will require working closely with technical services, operations, purchasing, maintenance and the customer.
8. Research and investigate short payments and initiate appropriate measures to prevent revenue losses.
9. Prepare detailed purchase orders listing components to be supplied by the customers. Prepare written correspondence to customers confirming quantities and dates that customer supplied components must be received to meet scheduling lead-time and requirements.
10. Monitor production reporting and work with shipping department to ensure orders are getting shipped out within appropriate timeline.
11. Track artwork and provide to suppliers to meet customer ship dates. This information will be communicated to Sales Department as requested and on weekly reporting.
12. Perform other work-related duties as assigned.

**MACHINES OR EQUIPMENT OPERATED:**

Standard office equipment including telephone, PC (MS-Office required), copier etc.

**MINIMUM EDUCATION OR EQUIVALENT EXPERIENCE REQUIRED:**

Bachelor's Degree preferred with a minimum two years related experience in a sales or customer service environment involving contact with customer/client preferred. Preferred concentration in business or any combination of education and experience necessary to provide the required knowledge and skills for successful job performance. Must have a working knowledge of generating Excel spreadsheets and good computer skills. Excellent organization, and strong communication skills (phone and email) required. Must possess a passion for skincare and/or beauty industries.

**PHYSICAL DEMANDS:**

Must maintain a sense of Urgency in meeting commitments made to customers and associates. Physically capable of walking, stooping, bending, standing. Must be able to lift 25Ibs. repetitively, if required. Must be able to work with daily exposure to chemicals & fragrances. Observe all safety requirements in all areas of the facility.

*Vanguard Soap, LLC is an Equal Employment Opportunity Employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin sex, sexual orientation, gender identity or expression, age, disability, protected veteran status, or other characteristics protected by applicable law.*