

Job Title: Customer Account Manager

Role Facts:

We are looking for our next A-Team member to join our growing customer relations team. You will work directly with customers to deliver outstanding customer service and help guide orders from an idea to a delivered product.

Our customer relations team is the soul of AmeriLux. You will have the opportunity to directly impact our customers and watch the excitement form as they find a product they love. We jump for new ideas and are always thrilled about a shakeup of processes for the better!

- Utilize published price lists to generate quotes based on Customer requirements (material, specifications, shipping, etc.).
- Document all formal quotes in the ERP system.
- Enter orders received from the Customer. Review inventory supply to ensure the ability to complete orders in a timely manner.
- Configure material in crates or on pallets and quote most cost-effective LTL Shipping.
- Generate Work Orders
- Issue order acknowledgements to the Customers.
- Work directly with Operations to coordinate order completion.

What Really Excites Us:

- Thinks Outside of the Box
- Not Afraid to Fail
- Delivers "WOW" Customer Communication
- Believes in Attitude vs. Skill
- Open to New Ideas & Change
- Has Fun

The A-Team:

Skateboarders, Brainiac's, Fishermen, Photographers, Yoga Lovers, Video Game Enthusiasts, Writing Wizards, and every other type of personality out there. Above all else, we are a family.

The Inside Scoop:

We understand that applying to a new role can be intimidating, we have been there. We are different. We are not looking to hire professional interviewers; we are looking to hire good people. So, take a breath and relax. We just want to get to know you.

Remember that you are in the interviewer chair with us. Most crucial, have fun and try not to take yourself too seriously.