

United States Jobs Expertini®

Account Support Representative

[Apply Now](#)

Company: SPARC Group LLC

Location: Martinsville

Category: other-general

The **Account Support Representative** assures high quality customer service by resolving product/service problems, providing product information and processing product orders for wholesale accounts. This includes assisting wholesale accounts (i.e Macy's, Costco, Belk), sales reps and management with inquiries and maintaining effective communication to provide on-going support to internal and external customers. This position provides account support and requires analytical skills, attention to detail and the ability to follow up.

Responsibilities:

- Process product orders and provide prompt and efficient response and resolution to all customers' requests.
- Assist customers, sales reps and management with inquiries or issues concerning orders.
- Analyze, review and process customer's request for return authorization and credits.
- Maintain effective communication with customers to provide on-going information flow as it relates to sales, promotions and problems to ensure accurate billings and shipments.
- Provide technical and/or product information as required to respond to customer inquiries.
- Create spreadsheet reports from data base queries to analyze seasonal or time based sales and order information.
- Develop and maintain professional relationships with the buying staff and sales team to maximize service levels to customers. Monitor and communicate needs for final order confirmations.
- Collaborate with the vendor compliance team on new account requirements, vendor

requirement changes and other brand initiatives.

- Provide documents and change process recommendations as needed to resolve and prevent chargebacks.
- Perform such other duties as directed by the supervisor
- Must be flexible and willing to accept change
- Ability to handle difficult situations

Qualifications:

- High School diploma or its equivalent; Associate's degree in related field preferred
- 3+ years of related professional experience
- Customer Service Certification preferred
- Must display a mastery of intermediate Customer Service skills
- SAP and EDI experience required
- MicroStrategy experience preferred
- Excellent telephone communication skills
- Excellent listening skills
- Strong written and verbal communication skills
- Strong computer skills (internet, mainframe, Excel & Word)
- Strong organizational skills with the ability to multitask
- Ability to work in a fast paced environment
- Able to use Excel pivot tables
- Adhere to regular in-office presence, including to engage in in-person team interaction, meetings and collaboration.
- Perform other duties as assigned by supervisor as the company retains the right to change duties to this position.
- Must have authorization to work in the United States.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards.
- Ability to maintain regular and timely attendance consistent with the ADA, FMLA, and other federal, state and local standards and Company's policy.
- Ability to remain in a stationary position for up to 8 hours per day

- Ability to constantly operate a computer, other office equipment and look at a monitor for up to 8 hours per day
- Ability to clearly and accurately communicate and exchange information verbally, in writing, or through other means in person, telephonically, or through virtual communication methods
- Ability to position self to reach at or below shoulder level
- Must meet departmental attendance and punctuality requirements

SPARC Group LLC is an equal opportunity employer. We value a culture of inclusion and diversity within our workforce, and are committed to maintaining a workplace free from prohibited employment conduct, including discrimination or harassment on the basis of race, color, national origin, sex, age, religion, disability, genetic information, sexual orientation, gender identity or expression, marital status, domestic partner status, civil partnership, status as a covered veteran, status in the Uniformed Services of the United States, citizenship and any other characteristic protected by law. We are also committed to the full inclusion of qualified individuals in the job application and interview process.

Employees are expected to perform the essential functions of the position satisfactorily. In accordance with the Americans with Disabilities Act (ADA), the Americans with Disabilities Act Amendments Act (ADAAA), and applicable state disability laws, it is the policy of SPARC to provide a reasonable accommodation when requested by a qualified applicant or employee with a disability unless such accommodation would cause an undue hardship. If a reasonable accommodation is required to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact our Human Resources department

[Apply Now](#)

Cross References and Citations:

1. Account Support Representative [Petroleumjobs Jobs MartinsvillePetroleumjobs](#)

2. Account Support Representative LebanonjobsJobs MartinsvilleLebanonjobs↗
3. Account Support Representative Saopaulojobs Jobs MartinsvilleSaopaulojobs ↗
4. Account Support Representative Veterinaryjobs Jobs MartinsvilleVeterinaryjobs ↗
5. Account Support Representative Searchamericanjobs Jobs Martinsville Searchamericanjobs ↗
6. Account Support Representative Srilankajobs Jobs MartinsvilleSrilankajobs ↗
7. Account Support Representative UsajobscentralJobs MartinsvilleUsajobscentral↗
8. Account Support Representative Nodejobs Jobs MartinsvilleNodejobs ↗
9. Account Support Representative Developerjobs Jobs MartinsvilleDeveloperjobs ↗
10. Account Support RepresentativeFindfreelancerjobs Jobs Martinsville Findfreelancerjobs ↗
11. Account Support RepresentativeMakkahjobs Jobs MartinsvilleMakkahjobs ↗
12. Account Support RepresentativeSciencejobsnearme Jobs Martinsville Sciencejobsnearme ↗
13. Account Support RepresentativeConstructionjobsJobs MartinsvilleConstructionjobs ↗
14. Account Support RepresentativeWarehousejobsnearme Jobs Martinsville Warehousejobsnearme ↗
15. Account Support RepresentativeCleanerjobsnearmeJobs Martinsville Cleanerjobsnearme↗
16. Account Support RepresentativeDairyjobs Jobs MartinsvilleDairyjobs ↗
17. Account Support RepresentativeNzjobscentral Jobs MartinsvilleNzjobscentral ↗
18. Account Support RepresentativeTechnologyjobs Jobs MartinsvilleTechnologyjobs ↗
19. Account support representative Jobs Martinsville ↗
20. AMP Version of Account support representative ↗
21. Account support representative Martinsville Jobs ↗
22. Account support representative Jobs Martinsville ↗
23. Account support representative Job Search ↗
24. Account support representative Search ↗
25. Account support representative Find Jobs ↗

Source: <https://us.expertini.com/jobs/job/account-support-representative-martinsville-sparc-group-llc-10440-3859/>

Generated on: 2024-05-03 by Expertini.Com