

**Position Profile:**

The Key Account Specialist is responsible for providing dedicated support to CURiO's major retail accounts sales operational support to the sales, sales ops and distribution teams. The position serves customers by providing outstanding customer service through product information, follow-up and tracking, timely problem resolution.

**Work Responsibilities:****Customer Service Support:**

- Serves as the primary customer contact for ordering, including contact via phone, email, website, EDI portals and other appropriate formats; coordinates with all departments in handling customer purchase orders and providing service to key account customers.
- Responsible for clear and consistent communication with customers regarding current orders, order adjustments, new products, discount programs, delivery commitments, shipping status, returns/complaints, and other needed information.
- Respond to invoice, pricing and billing questions. Investigate, process and resolve issues regarding shipped orders. Elevate issues as needed.
- Complete NIF's and vendor set-up documentation as needed
- Assist with catalog and sample mailings. Fill requests for catalogs, information or samples; assist field sales team with needed information or supplies.
- Coordinate customer communications regarding new product introductions and launches.
- Work closely with Operations and Credit on shipment details as needed.
- Assist with monthly departmental reporting.
- Review Amazon resellers for MAP compliance and communicate to customers when changes are required.
- Special projects may be assigned, requiring coordination with the sales and product development teams.

**General Responsibilities:**

- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Maintain individual skills, keeping up to date with latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. May also require weekend work.

Performs other work as assigned.

**Minimum Qualifications**

- High School Diploma or equivalent
- Minimum of three years' work experience in a sales support role

**Computer and/or software qualifications:**

- Basic level of proficiency in Microsoft Excel, Microsoft Word, Power Point

**Core Competencies:**

- Strong and professional communication and correspondence skills.
- Ability to effectively handle difficult people through de-escalation techniques.

- Ability to handle difficult and stressful situations with professional composure.
- Ability to listen and interpret from customer conversations.
- Skill in giving full attention to what other people are saying, taking time to understand the points being made and asking questions as appropriate.
- Ability to problem-solve a variety of situations.
- Strong attention to detail with ability to organize and prioritize multiple tasks and ensure on-time completion in a fast-paced environment.
- Ability to flourish in a team-oriented environment.
- Ability to process, maintain and protect company confidential/proprietary information

**Preferred Qualifications:**

- Associates Degree
- Experience in the specialty gift, department store or prestige/chain beauty distribution channels
- Experience working in an EDI environment

**Travel Requirement:** Less than 10%

**Working Environment and Physical Demands:**

- General office environment: Works generally at a desk in a well-lit, air-conditioned cubicle/office, with moderate noise levels
- Ability to sit for hours at a time, viewing computer monitor and using telephone on a constant basis; some walking and standing relative to interaction with other personnel
- Occasionally required to lift and/or move items weighing 10 – 15 pounds
- Occasional exposure to work near moving mechanical parts and areas where equipment/product reaches high temperatures is possible.
- Occasional exposure to dusty and fragrant conditions, varying temperature levels, and high noise environments is possible.
- Periods of stress may occur