

ACCOUNT SUPPORT REPRESENTATIVE

Teams, Coaches, Dealers, E-Commerce

LOCATION: Livermore, CA | POSTED: April, 12, 2018

Position Department: Business Operations
Direct Report: Customer Operations Manager
Salary Range: \$15 - \$16.50 hr, with bonus program opportunity

JOB DESCRIPTION

The Account Support Representative is responsible for building and maintaining deep partnerships with our valued customers. The position is focused on overall account management including, daily communication & interaction with customers, order processing, return authorizations, cold calls and tech support issues. The Account Support Representative's primary function is to act as a liaison between the customers, Sales, Warehouse, Purchasing, Production Planning, and Credit departments to ensure all customer accounts are properly maintained.

SKILLS | RESPONSIBILITIES

- Performs customer account maintenance and resolves account discrepancies.
- Provides information regarding orders, shipments, scheduling, and delivery of FINIS products.
- Processes customer estimates, orders, and returns according to FINIS processing guidelines.
- Work with other departments to research customer disputes and provide solutions.
- Performs daily and weekly audit procedures to ensure all tasks are completed on a timely manner.
- Provides back up coverage for other job responsibilities within the Customer Operations and Sales Department.
- Provides administrative support to sales and acts as a point person internally.
- Works with outside vendors to coordinate drop ship orders and sends purchase orders as needed.
- Answer support cases, calls, tickets and live chats.
- Dispute FedEx shipping claims.
- Performs other duties as assigned.



7085-E Las Positas Road
Livermore, CA 94551
Telephone: 925.454.0111

REQUIREMENTS

- 2+ years of experience building customer experiences
- Commitment to providing superior customer service and satisfaction.
- Capable of analyzing and solving problems.
- Organized, with the ability to prioritize work assignments to ensure completion.
- Experienced working with computers and have the ability to learn, navigate and use designated software programs as required to perform job functions.
- Must be able to communicate via phone and email effectively.
- Ability to work in a fast-pace, diverse, and rapidly changing environment.
- Demonstrate team oriented skills and the ability to work independently.
- NetSuite experience a plus.

HOW TO APPLY

For consideration, please email a combined PDF resume and cover letter to opsjobs@FINISinc.com.

ABOUT FINIS

In 1993, Olympic Gold Medal Swimmer Pablo Morales and John Mix founded FINIS in Northern California. The Monofin and the center-mount Snorkel were the first products FINIS developed for the US market, and have since continued to focus on creating training tools for swimmers and coaches worldwide. FINIS products are currently available in over 65 countries and are used by US and International Olympic teams, elite triathletes, and fitness swimmers.

Innovative research and design is our highest priority. It's our personal vow to continue to design and engineer the best technical products in the industry.



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