

BMS Direct – Job Description

Job Title: Inside Account Executive

Department: Sales

Reports To: V.P. Sales and Marketing

Status: Non-Exempt

Purpose of Job: Responsible for maintaining and servicing existing and prospective House Accounts for company. Provide administrative support to the BMS Sales Team and other departments as needed. Present a professional demeanor that reflects the company's commitment to quality, high ethical standards and customer satisfaction.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Prepare estimates and requests for information in a timely manner for House Accounts and prospective clients.
- Prepare job jackets for billing in an accurate and timely manner for assigned and House Accounts.
- Maintain relationships in established House Accounts as assigned.
- Perform client visits for local House Accounts as needed.
- Prepare accurate and complete work orders/instructions on assigned jobs to ensure clear communication with the plant.
- Communicate schedule demands and changes, completion dates, postage request, material shortages and other facts with clients.
- Represent the company in a courteous and cooperative manner.
- Get customer approval on all changes or deviations from the original work order as quickly as possible to ensure continued production without jeopardizing the order.
- Check samples of customers' materials prior to releasing to production; make sure they conform to postal regulations and machine specifications.
- Monitor progress of work orders throughout production; confer with production staff, order supplies, and issue change orders as needed to expedite timely processing of jobs in accordance with customers' requirements and company standards.
- Participate in daily production meeting as needed with project managers, data processing, warehouse and production managers to discuss the status of all jobs in progress and major problem areas.
- Maintain current knowledge of USPS regulations and policies.
- Maintain good relations with postal employees.
- Assist Project Manager Team as needed to maintain level of service required by company.
- Maintain a neat and orderly filing system and paper trail system with regards to open jobs and jobs in progress.
- Performs miscellaneous job-related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor Degree or equivalent Industry experience.

Language Skills:

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies.
- Ability to persuade and influence others.
- Ability to gather data, compile information, and prepare reports.
- Ability to create, compose, and edit written materials.

Reasoning Ability:

Possess the ability to solve practical problems by dealing with a variety of concrete variables; in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- Proficiency in Microsoft Word, Excel, Outlook and Keyboarding

Working conditions:

- Typical workday: 8:00 – 5:00.
- Noise: moderate.
- Environment: good.

Last Updated: January 15, 2018