



Position: Customer Account Manager

Location: Columbus, Ohio

Description/Tasks:

PRIMARY OBJECTIVE: To be a responsive, proactive customer advocate able to provide solutions to the customer's needs, maintain an open level of communication with the customer, internal departments, and the sales staff.

- Work safely, promote safety and abide by all safety rules.
- Answer phone calls and direct calls to appropriate parties or take messages.
- Perform general office duties, maintaining records management database systems.
- File and retrieve customer documents, records, and reports.
- Communicating with Customers, Supervisors and Peers— Providing information to customers, supervisors, co-workers by telephone, in written form, e-mail, or in person.
- Interacting with Computers — Using computers and computer systems
- Performing Administrative Activities — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others and maintaining them over time.
- Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.

Skills and Qualifications:

- Education -- Prefer High School diploma or General Education Degree (GED) with minimum one year work related experience or training or equivalent combination.
- Computer Skills - Intermediate knowledge of MS Word, Excel, Outlook.

Contact: Submit resume to: lkeate@daytonrogers.com