



**TITLE:** Account Coordinator – Raleigh EV

**REPORTS TO:** Sales Accounting Manager

**SUMMARY:** Assist the sales manager and sales specialists in day-to-day sales activities; work cooperatively with the sales support specialists, sales specialists, sales director, grower accounting department, warehouse contacts and the accounting department; create and maintain positive relationships with customers, suppliers and transportation suppliers; maintain a positive, professional attitude and work environment.

**RESPONSIBILITIES:**

- Building relationships with customers, shippers, and trucks
- Help salesperson with all accounts, not just the assigned account
- Checking on all trucks [pickups/deliveries/receiving] daily & weekends. Before leaving for the day & on Friday's request updates on all trucks
- Buying product, entering PUR's & arranging freight *if* loading at an L&M warehouse
- Being a contact with the assigned account for trucks and shippers
- Keep spreadsheets for each division, growing region etc., as needed
- Running load detail reports. Making sure loads are profitable. If they aren't, why? We need to make sure the salesperson is notified if there is a pattern
- Communicate any late trucks or not being able to find a truck
- Double check all billing to ensure invoicing is correct with Foodlink
- Make shippers aware of any projections for Ad loads
- Daily billing
- Making sure the receivables are clean and do not reach 60 days
- Making sure payables are clean and get unreconciled back to A/P within 10 days of being unreconciled
- Making sure loads with troubles get flagged with grower/shipper, entered in DAX and getting troubles settled in timely manner
- Making sure audits and OSD exceptions in Genesis stay clean

**KNOWLEDGE/SKILLS/ABILITIES:**

- Establishes, develops and maintains customer relationships through dialogue and administration of customer programs
- Maintains an effective working relationship with all customers
- Builds long term customer relationships and gives top customer service
- Strives to meet customers' needs in every possible way
- Communicates effectively and manages information to and from customers
- Achieves, and then maintains, high service levels – as determined by the customer
- Supports L&M's team members with customer / program questions and directions
- Coordinates and communicates the company's direction and other happenings within the company

- Knowledge of USDA standards and regulations a plus not required
- Basic working knowledge of Microsoft Word, Excel and Outlook required
- Detail oriented
- Strong oral and written communication, organization and interpersonal skills, able to establish, build and maintain business relationships easily

#### **EDUCATION/EXPERIENCE:**

- High School Diploma
- Customer service experience, fresh produce sales

#### **WORK ENVIRONMENT:**

- Fast paced, friendly office environment

#### **Core Competencies and Behaviors**

##### Team Oriented

- Works cooperatively and collaboratively with others
- Is open, not defensive, and easy to approach
- Earns the confidence, trust, and respect of others

##### Communication

- Communicates in an open and honest way
- Builds consensus - solicits input and discusses options with people affected before making decisions
- Keeps others informed, communicates expectations and shares information
- Listens actively and understands others views and needs

##### Values Driven

- Supports, promotes, and models the values of L&M (Service, Integrity and Relationships)
- Balances entrepreneurial spirit with the needs of others and the vision of the company
- Shows a strong work ethic and commitment to L&M

##### Customer Focus

- Treats customers as business partners
- Listens actively to external and internal customers
- Constantly looks for better ways to service customers

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee may occasionally need to lift and / or move up to 10 pounds
- Specific vision abilities required by this job include close vision and ability to adjust focus
- While performing the duties of this job, the employee regularly sits; uses hands to finger, handle, or feel; and talks or hears
- The employee may frequently reach with hands and arms
- The employee may stand and walk occasionally