

## **ASSOCIATE ACCOUNT MANAGER**

### **Who are we?**

We are Pacific Market International (PMI) – recognized as one of the *Best Places To Work* in Seattle by Seattle Met Magazine and as a *Great Place to Work* by Outdoor Magazine! We are the proud owner of the Stanley, Aladdin and Migo Brands. Thanks for checking out our full-time ASSOCIATE ACCOUNT MANAGER position based in our spanking new offices in Robinsons Cyberscape Alpha (Ortigas).

### **Position Overview**

We are looking for a highly organized and detail-oriented person with great communication and problem solving skills to provide pre-sales and after-sales support to our customers and sales managers around the world. This person will have at least 8 years of sales, customer service or account management experience serving international customers, preferably with knowledge of consumer goods, logistics, and CRM/ERP systems. Previous night-shift BPO experience is highly preferred.

### **Essential Job Functions**

- Set-up accounts and maintain customer details in CRM system
- Assist Sales Directors with customer presentation needs
- Run necessary business reports and provide sound analysis
- Research charge backs and other errors/discrepancies (root cause analysis)
- Review, understand and communicate vendor business and compliance requirements
- Receive, audit and enter purchase orders
- Check orders against inventory and forecast
- Work with customers, distributors, and sales reps to resolve PO issues
- Work with Planning, Logistics and IT to resolve supply chain issues
- Communicate order status to customers and track to delivery
- Maintain order status/tracking log
- Perform special tasks and assignments as needed

### **Education and Experience**

- 8 years industry experience in similar role
- 4-year college degree
- Excellent verbal and written English
- Knowledge of U.S. and EU retailers and consumer products

### **Proficiencies Required**

- Excellent verbal and written skills and the ability to communicate effectively and professionally when giving and taking information in writing, in person and over the phone.
- Ability to take initiative and prioritize tasks

- Good time-management, organizational, and problem-solving skills
- Ability to work accurately with close attention to detail
- Strong interpersonal skills with the ability to work effectively with individuals and groups at all organization levels
- Ability to respond effectively to sensitive inquiries or complaints and maintain confidentiality of sensitive information
- Willingness to adapt to changing business needs and deadlines
- Solid IT skills with knowledge of Microsoft Word, Excel and PowerPoint
- Demonstrate a strong work ethic that includes neatness and punctuality

### **Company Background**

Founded in 1983 by Rob Harris and guided by principles of sustainability, community and integrity, PMI designs, manufactures, and markets innovative food and beverage container solutions under three brands. Their two most recognizable brands, Stanley® and Aladdin®, are both over 100 years old and sold globally. Migo® was founded in 1999 and is rapidly growing in the Asia Pacific region. PMI also creates private label products for select global retailers. Headquartered in Seattle, PMI has offices in Bentonville, Shanghai, Amsterdam, Manila, Rio de Janeiro, San Francisco, Shenzhen, and Hong Kong. Additionally, PMI has ownership in three manufacturing facilities, one in China and two in Brazil. Our vision is to revolutionize the way people enjoy food and beverage everywhere. For more information visit our website: [www.pmi-worldwide.com](http://www.pmi-worldwide.com)

We care about our people and recognize their efforts through quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel. We also care about our local and global community and show it in the following ways:

- All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.
- PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.
- Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.

Help us build our success story today.

**If you have the qualifications and skills for this position please submit your resume**

**to:** [marcus.pingol@pmi-worldwide.com](mailto:marcus.pingol@pmi-worldwide.com)