



Account Manager (APAC Region)

Who are we?

Established in 1983, privately-held Pacific Market International (PMI) designs, manufactures and markets innovative food and beverage solutions designed for busy lifestyles. Our brands in the marketplace are Stanley, Aladdin, MiGo, and Slant Collections. PMI is headquartered in Downtown Seattle, with beautiful views of Elliott Bay from our office windows. We also have offices around the world in Shanghai and Shenzhen, China; Rio de Janeiro and Manaus, Brazil; Manila, Philippines; Amsterdam, The Netherlands; San Francisco and Bentonville, USA. More information can be found at www.pmi-worldwide.com.

Thanks for checking out our full-time Account Manager position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

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

- Order intake and placement process
 - Build Customer Profiles and keep updating
 - Book orders with Production Team
 - Follow up with customer to request and secure PO's in a timely manner.
- Customer Service
 - Maintain good solid relationships with customers.
 - Closely work with logistic team and pass necessary shipping documents to customers timely.
 - Follow up with customers' QA team for any complaints with internal team and support Sales Manager for claim settlement
 - Follow up with customers' Supply Chain team for all the orders, packaging, delivery & etc.
- Customer Compliance
 - Secure and distribute customer compliance manuals to appropriate departments.
 - Review all packaging requirements in POs and assure compliance.
 - Clearly understand customer shipping window's and communicate to Production Team and Logistics Team.
 - Reconcile all credit and claims.
- Logistics
 - Follow up on weekly shipments and make sure they happen.
 - Work with Logistics Team and QA team on any re-work orders that need to be processed at warehouse.

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- Business Management support
 - Account Receivable – Work with customers & internal Finance team to collect account receivable on time & taking care of any transaction issues
 - Keep clear, concise documentation of customer communications regarding orders and maintain files for future reference
- Product & Marketing management support
 - Support product management team with sample request form release, Bill of Material release, testing samples requirement & etc
 - Support marketing team on marketing collateral development
 - Track all the samples timeline and delivery
 - Track all regional projects timeline
 - Support sales manager on quotation by providing product information

Education and Experience

- Bachelor degree
- English and Mandarin Chinese language proficiency, both written and oral
- 3-5 years relevant working experience

Proficiencies Required

- Excellent verbal and written English and Mandarin skills
- Excellent written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
- Solid word processing and computer database skills with knowledge of Microsoft Word and Excel.
- Good personal skills with the ability to effectively work with individuals and groups at all organization levels; ability to work independently and as part of a team.
- Ability to respond effectively to sensitive inquiries or complaints.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
- Strong analytical ability with active listening skills.
- Ability to work accurately with close attention to detail.
- Ability to maintain confidentiality of sensitive information.
- Willingness to adapt to changing business needs and deadlines.
- Ability to study and apply new information.
- Possess a work ethic that includes neatness and punctuality.
- Willing and able to travel internationally

Company Background

PMI is a fast-paced environment that works creatively and collaboratively. Not only are we privately owned and high energy, but we operate internationally and are growing fast. We strongly encourage you to read more about the company – it is an amazing place to work! (<http://www.pmi-worldwide.com>).

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PACIFIC MARKET INTERNATIONAL, LLC C/O AMMEX I-SUPPORT :: Robinsons Cyberscape Alpha 9th Floor :: Garnet Road, Ortigas Pasig City 1605, Philippines
CONSUMER HOTLINE 800 251 4535 :: RETAIL HOTLINE 800 456 1233 :: FAX 206 260 8683 :: PMI-WORLDWIDE.COM



What do we do? We are committed to providing consumers with simple, stylish portable food and beverage containers that are built with a focus on community and sustainability. Our brands include Stanley, Aladdin and Migo.

We care about our people and recognize their efforts through monthly, 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.

Where are we? Our global headquarters is located in Seattle, Washington and we have other offices in Bentonville, Amsterdam, Shanghai, Rio de Janeiro, Manaus, and Manila. This position is based in our Manila, Philippines location.

Help us build our success story today.

If you have the qualifications and skills for this position please submit your resume to: anne.guardaquiver@pmi-worldwide.com.

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