



POSITION DESCRIPTION

POSITION TITLE: Inside Accounting Manager
DEPARTMENT: Retail Products

FLSA STATUS: Non-Exempt

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Assistant Account Services Manager
POSITIONS MANAGED: None

POSITION PURPOSE

Bona is looking for an Inside Account Manager who will be responsible for maintaining customer relationships through managing aspects of the order cycle. Responsibilities will specifically be focused on communicating directly with customers or members of the sales team to ensure that orders are correctly processed, updated, maintained and delivered. This individual will need to frequently use and maintain an adequate business knowledge in regards to pricing, inventory, and retailer requirements, which can change frequently. This individual is responsible for investigating and pro-actively reducing non-compliance charges for their given territory (Retail channel). This individual is highly proficient with Excel and has knowledge of pivot tables, formulas including VLOOKUPS, search functions and conditional formatting. The individual will also demonstrate excellent analytical, communication and organizational skills, high accuracy, attention to detail, and will contribute to a positive team atmosphere.

POSITION QUALIFICATIONS AND JOB DUTIES

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Associate's or Bachelor's degree or equivalent work experience.
2. Minimum of 2 years of experience in a Sr. Sales Order Entry role, Inside Sales, or Account Management.
3. Highly proficient in Excel, SAP experience is a plus.

JOB DUTIES:

1. Directly communicating pricing information, including discounts and current promotions, and using this information to maximize sales within designated territory.
2. Answering questions regarding order information, shipping issues and non-technical product information.
3. Manually enter daily orders (Professional Channel) or process orders daily received by EDI (Retail Channel).
4. Confirming inventory availability and working with supply chain and Retail/Professional

5. Track order status from beginning to end, issuing RGA's (Return Goods Authorization) and scheduling pick-ups when needed. Process and research sales credits/debits and freight claims.
 6. Keep all territory notes/contacts updated and pull the area report weekly.
 7. Review retailer compliance manuals for updates and communicate necessary changes to appropriate departments (Retail channel).
 8. Work closely with the designated sales team to develop and execute a plan on sales orders, leads, and opportunities (Professional channel).
 9. Attend product training classes and maintain sufficient knowledge for all product lines.
 10. Analyze non-compliance fines and monthly scorecards to identify trends. Work with internal and external teams to implement changes to reduce chargebacks (Retail channel).
 11. Assist and/or lead process improvement projects within the department.
 12. Create customs paperwork for international shipments.
 13. Back-up and support team members during absences and/or heavy volume times.
 14. Able and willing to work necessary hours to meet all project deadlines, travel when necessary.
 15. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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CORE COMPETENCIES

1. **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
2. **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
3. **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
4. **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget.
5. **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change.
6. **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration to peers and subordinates; Gives appropriate recognition to others; Displays passion and optimism; Mobilizes others to fulfill the vision.

7. **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
8. **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
9. **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
10. **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
11. **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
12. **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-20 pounds (for example: packages, copy paper boxes, etc.)
5. Must be able to communicate effectively by listening and also in both written and verbal forms.

WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.
2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.

SIGNATURES

This job description has been approved by all levels of management.

Manager Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Date: _____

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.