



Cincinnati-based Doran Manufacturing, a commercial transportation technology and safety products company, will be adding a full-time **Account Coordinator** to be an integral member of our sales team and help us continue to provide unparalleled service and support to our customers. We are looking for a detail-oriented individual with excellent communication, organizational and process management skills who will thrive in an energetic team environment with a growing and thriving company.

Founded in 1953, Doran is a privately, held family-owned business with the mission to create, manufacture and supply safety and efficiency technology, products and services for the markets we serve in a profitable manner though honest, fair, dependable and responsive interactions and relationships with our customers and suppliers to effectively understand and take care of our customers' problems as if they are our own. We currently serve customers in the truck fleet, school bus, RV and off-the-road vehicle markets.

PRIMARY RESPONSIBILITIES

- You will work closely with the sales team as a critical resource to provide a high level of support related to customer communication, creating presentations, developing quotations and managing the customer setup process
- You will be an internal resource for our customers and proactively communicate with them about order verification and shipment status
- You will contribute to projects related to new product development and integration partner projects
- You will help with the management of our customer trials of our products and technology
- You will assist and manage marketing activities designed to promote our business and drive revenue including website updates, literature development, video creation, advertisements, press releases and social media posts

PREFERRED QUALIFICATIONS

- A minimum of five years in a customer facing role in an office and team environment, preferably in the manufacturing/transportation industries
- Bachelor's degree in a related field of study from an accredited institution
- Proficiency with Microsoft Office Suite (Outlook, Word, PowerPoint, Excel)
- A minimum of five years of working with CRM and ERP software
 - Doran uses Synergy (CRM) and Macola Progression (ERP) software
- Exceptional attention to detail, multi-tasking skills with the ability to handle interruptions
- Customer focused and positive attitude with the ability to develop rapport with a variety of personalities
- Ability to work collaboratively with internal customers
- Creative thinker with a willingness to learn, who picks up concepts quickly and brings new ideas and applications to our products
- Strong work ethic, self-motivated with a consistent and professional demeanor with the ability to be calm under pressure

ADDITIONAL DETAILS

- Full-time position (40 hours/week)
- Office hours are Monday through Friday, 8am – 5pm (Eastern)
- Competitive compensation and benefits (PTO, insurance, 401K) with an on-site fitness center
- Less than 10% travel for customer visits, trade shows or training is anticipated

To apply for this position on the Doran team, please send your cover letter and resume with compensation requirements to Zand Walters via e-mail at zandwalt@gmail.com.

To learn more about Doran Manufacturing, please visit www.doranmfg.com