



## TEAM MEMBER POSITION DESCRIPTION

### Account Coordinator

Doran Manufacturing (Cincinnati, Ohio) is a third generation, family-owned business, that provides safety and maintenance monitoring technology and products for commercial vehicles. We are growing and are looking to add the next great person to our team as a full-time **Account Coordinator** to enhance existing customer and prospect relationships in the commercial truck fleet and off-the-road equipment segments. We are seeking a trusted team member to be an integral part of the sales team who is highly motivated to succeed, service-oriented, proactive with excellent oral and written communication skills while being very organized with a passion for details.

***Mission Statement:*** *Our team creates trusted commercial vehicle solutions through service, innovation and continuous improvement*

***Vision Statement:*** *To be a global leader in safety and maintenance monitoring technology*

***Culture Statement:*** *To empower individuals to contribute and grow by investing in their careers while serving our customers and community*

#### **Primary Responsibilities:**

- Support sales team efforts with existing customers by providing regular, professional follow-up through outbound phone calls, answering inbound phone calls, and effectively responding to email inquiries in a timely manner
- Develop functional understanding of Doran technology, customer ordering methods, pricing structures and applicable Doran items
- Verify customer purchase orders are accurate and communicate effectively with Doran's supply chain team to ensure timely shipments
- Provide customers with updated price quotations, pro forma invoices, product details
- Assist finance/accounting team with collections efforts on past-due accounts
- Primary customer contacts: purchasing, maintenance and parts/service manager
- Business development and working with marketing/e-commerce partners

#### **Preferred Qualifications:**

- Reliable and friendly communicator, strong work ethic, self-motivated with a consistent and professional demeanor and the ability to be calm under pressure with a continuous improvement mindset
- Ability to work collaboratively with external customers and internal team members
- Trusted problem solver and creative thinker with a willingness to learn, who picks up concepts quickly and brings new ideas and applications to our products
- Multi-tasking skills with strong attention to detail and ability to handle disruptions
- Customer focused and positive attitude with the ability to establish and develop rapport with a variety of personalities
- Proficiency with Microsoft Office Suite (Outlook, Word, PowerPoint, Excel) software
- Experience working CRM and ERP software (currently Synergy, Macola Progression)

**Education Required:**

High School Graduate or G.E.D.  
Associates or Bachelor degree in a related field is a plus

**Physical Requirements:**

Good dexterity  
Good eyesight, corrective lenses are acceptable

**Additional Details:**

Position location: in person at company headquarters in Cincinnati  
▪ 2851 Massachusetts Avenue, Cincinnati, OH 45225  
Full-time position (40 hours/week); Monday through Friday, 8am – 5pm (Eastern) with optional flex time and occasional overtime  
\$18.00 - \$25.00 per hour pending experience and knowledge  
We offer medical, dental and life insurance benefits, paid-time-off, paid holidays, profit sharing bonuses and a 401k retirement savings plan with company matching funds  
Travel: very limited (up 5%) for trade shows, customer visits, field learning

**Other:**

Candidates must be at least 21 years of age  
Candidates must have an acceptable driving record  
Candidates must pass a pre-employment physical with 10-panel drug screen and submit to a background check

☐ Candidates must be fully vaccinated against COVID-19

