



## Account Representative

### Why Work Here?

*"Private label candle producer, fast growing company in the New River Valley of Southwest Virginia."*

**Employment Type:** Full Time

**Benefits Offered:** Health Insurance, Dental & Vision, 401(k) & more.

**Shift Options:** First Shift 8am - 4pm

### Responsibilities:

- Be the main point of contact of assigned customers
- Serves customers by providing product and shipping information
- Respond promptly to customer queries and complaints to find solutions
- Send reports on sales activity, accounts status and possible issues
- Maintains customer records by updating account information.
- Verify and maintain records on all outgoing shipments.
- Prepare documentation for Shipments to include, Bill of Lading, Shipping Labels, & Packing List.
- Update Warehouse about daily Pick-ups scheduled.
- Update Sales Analyst/Sales Director of any customer delays.
- Keep track of Inventory & Update Production to meet customer orders.
- Be aware of customer forecasted sales for the month & strive to meet/exceed monthly.
- Invoice all customer shipments and keep track of Past Due/Unpaid Invoices. Promptly seek payment from customer.
- Provide accurate, valid and complete information by using the correct methods/tools.
- Keep records of customer interactions, process customer accounts and file documents.
- Ability to effectively reconcile payment issues with individual customer Accounts Payable departments.
- Ability to extrapolate various sources of data & present in Excel format.

### Requirements:

- Customer orientation and ability to adapt/respond to different types of customer situations.
- Ability to multi-task, prioritize, and manage time effectively.

- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Able to work effectively with minimal supervision.
- Strong organizational skills.
- Ability to work well in stressful situations and to remain calm and positive in adverse situations.

**Education & Experience:**

Associate's Degree

**Korona Candles Inc., 3994 Pepperell Way, Dublin, VA. 24084**  
**<http://www.koronacandles.com>**

**About Korona Candles Inc:**

When Korona Candles S.A. Poland first opened it's doors in 1992, the mission was to be Europe's top candle manufacturer. Mission accomplished, they began production in the USA in 2014 at Korona Candles Inc. Dublin, Virginia. But the excitement really began in April of 2018, as Korona Candles joined a larger organization?

The Gala Candle Group to become part of the World's Largest Fragrance D'cor Company. Today, working with Korona Candles Inc. means you are connected with more than 4,750 global employees in locations including: Poland, Hungary, India, Germany, Nashville and Los Angeles. But being the leader in fragranced d'cor is just a start.

We want to be a leader in other areas too. So at Korona we are always challenging ourselves to deliver fragranced innovation via improved standards in quality, performance, sustainability and with product inspiration for companies you know, admire, and shop every day, but because we are private label, you won't know their name unless you work here. Want to 'smell' your world differently? Join our growing team? It's clean manufacturing that smells good too.

**Company website:** <http://www.koronacandles.com>

**Company address:** 3994 Pepperell Way, Dublin, VA. 24084

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