

Job Summary Overview

To serve as the secondary business contact for assigned Dahlgren Duck accounts and be responsible for overall client satisfaction. Consistently provide excellent customer service to waccounts, as well as represent client needs and goals within the organization to ensure client expectations are met.

General Information

- Title - Account Assistant
- Location - Dahlgren Duck Showroom – 1617 Hi Line Dr., Dallas TX 75207
- Reports to - Account Manager/Executive, Business Development SVP, COO

Tasks

- Responsible for all secondary client communications, conflict resolution, and compliance on client deliverables and revenue.
- Assist Account Manager/Executive with all duties relating to client – order processing, data entry, organizing client files, assisting the account manager in all areas necessary.
- Reviews all major deliverables (i.e. client PO's, orders, invoices etc.) to ensure quality standards and client expectations are met.
- Responsible for updating client pricing with product price changes sent from purchasing to insure minimum client margin is met.
- Works closely with the fulfillment team in order to maintain a continuous knowledge of client status in order to identify potential issues and/or opportunities with or related to the client.
- Ensures that all processes and procedures are completed and quality standards are met..
- Aware and in pursuit of opportunities for account growth and new business, involving the Account Executive.
- Provides regular two-way communication between the AM/AE and fulfillment team, to provide strong team representation and set proper internal and external expectations.
- Understanding of company capabilities and service, and effectively communicates all offerings to the client when necessary.
- Reports to the Account Executive, providing regular input on all account activity, including status and call reports on a weekly basis.

Skills

- Proficient in MS Office
- Proficient in Typing
- Technical competence (understand software, hardware, networks, etc)
- Excellent written and oral communication skills
- Excellent ability to multi-task
- Superior time-management skills
- Extremely detail oriented
- High level of initiative and work well in a team environment
- Plans and carries out responsibilities with minimal direction
- Handles stressful situations and deadline pressures well
- Motivated, goal oriented, and persistent
- Punctual

Experience

- Minimum 1 year of assistant experience
- Undergraduate degree

Work Conditions

- Work hours – 9am – 6pm Monday thru Friday
- Travel requirements – weekday travel up to six times a year

Compensation

- Pay range - \$24,000-\$32,000
- Benefits -
- Bonuses and any other incentives - TBD

Company Description

Dahlgren Duck & Associates (DDA) founded in 1983 in Dallas, Texas is a leading *Special Markets* distributor of operating supplies and equipment (OS&E) for projects ranging from mixed use resort and hotel developments to restaurants, country clubs and private jet aviation. DDA offers turn-key solutions for clients worldwide resulting in clients' time conservation, dependable delivery and value pricing. Their professional expertise includes product research, alternatives for budget, design, and quality parameters, procurement, inventory management, and domestic and international shipping. "One-stop-shopping" with DDA provides clients' time saving convenience with online ordering and account management.

****Disclaimers**

This job description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary.