



## Internal Accounts Representative

### Description

Internal Accounts Representative

### Duties

#### Essential Responsibilities and Duties:

- Receive orders from customers and enter into MRP system after ensuring availability of:
  - Component parts.
  - Capacity.
  - Shipping considerations.
- Receive inbound calls and emails from customers and take appropriate action, including but not limited to:
  - Receiving orders.
  - Checking prices.
  - Following up on current orders.
  - Troubleshooting.
- Be the main point of contact and assume responsibility for day-to-day activity on individual customer accounts as assigned, working with Monarch Sales Representatives where needed.
- Work directly with customer forecasts, including but not limited to:
  - Updating weekly or bi-weekly with customer provided data.

### Closing Date

February 1, 2025

### Categories

Manufacturing and Utilities

### Employer

Monarch Industries

### Location

St. Vital

### Address

51 Burmac Rd Winnipeg,  
R2J 4J3

### Job Type

Full-time

### Education Level

High School

### Email

hr@monarchindustries.com

- Reaching out to customers for purchase orders based on forecast and lead times.
- Communicating changes to Monarch Sales Representatives.
- Develop and maintain long lasting relationships with both customers and internal departments.
- Expedite orders with Production Planning, Purchasing, Production, and Shipping due to rush orders or to concerns that arise through regular follow up activities.
- Work to ensure 100% on time delivery of products, while maximizing margins.
- Support company initiatives and policies.
- Other duties as assigned.

## **Qualification**

### **Education Required:**

- Ideal candidate will have completed post-secondary education in business administration or similar.
- Customer service experience is preferred.
- Experience working within manufacturing or knowledge of manufacturing practices is considered a definite asset.
- Experience with production planning, purchasing or inside sales are all considered as definite assets.

### **Skills and Attributes Required:**

- Energetic, self-motivated, creative, and especially positive outlook are essential.
- Critical and independent thinker.
- Proven ability to enter data accurately and efficiently.
- Demonstrated communication skills required, including both written and verbal.
- Strong sense of urgency with proven record of following through to meet deadlines and commitments.
- Proven ability to maintain confidences and ensure confidentiality of information and

records.

- Proficient with Excel.
- Knowledge of MS Word, PowerPoint, and other common applications.
- Ability to learn applications quickly and intuitively.