



THE COMPANY YOU KEEP  
danicaimports.com

## KEY ACCOUNT OPERATIONS COORDINATOR

---

*Danica is a market leader in Housewares, Giftware and Home Furnishing design. With six distinct brands under the Danica Brands umbrella, we offer an engaging and dynamic family of product with global reach. Our passion and commitment to our team and customers drives our business and we are looking for people who are excited about thinking and delivering differently. Our team includes people like you - innovative, curious, enthusiastic, authentic, kind and inclusive. If you're looking to work for a company with a culture as vibrant as the products it produces, Danica is the place for you. Our company values include social responsibility, environmental accountability, continuous improvement, teamwork, and inclusiveness.*

### Join our Team

Danica is currently looking to hire for **Key Account Operations Coordinator**. The primary function of this position is to manage and support the administration of Danica and Now Designs larger retail accounts. We are looking for a reliable, career-minded individual who is comfortable with change and looking to grow with us as a company.

### What is a Key Account to Danica?

- A Key Account in a National retail store with multiple locations and special handling (packing & shipping) requirements.

### Roles and Responsibilities

Reporting to the Key Accounts Operations Supervisor, responsibilities and essential job functions include but are not limited to the following;

- Customer setup and onboarding
- Review of Routing Guides & Custom Handling Requirements
- Order entry & Review
- Overseeing custom projects – from purchasing to receipt at our warehouse
- Work with cross-functional teams to ensure on-time delivery for customer orders
- Manage factory direct & warehouse deliveries
- Identify and solve problems that arise for customers, such as logistical challenges, allocation/inventory issues, and item/carton labeling.
- Communicate with buyers, assistant buyers, and sales representatives regarding PO delays, allocation, and shipping issues.
- Support Sales Managers with customer onboarding, account management, and execution of Purchase Orders.
- Investigate short payments and chargebacks, processing credits, and debits.
- Use of customer portal for item setup & Purchase Order confirmation

### Qualifications

- Large retailer wholesale account experience preferred
- Advanced level of MS Office 2010 (Outlook, Excel, and Word)

- Previous Logistical Experience
- Basic understanding of EDI
- Basic Accounting Knowledge
- Project Management experience

#### **Desired Skills & Attributes**

- Strong Customer Experience Focus
- Strong Quantitative, Analytical and Problem Solving Skills
- Consistent and Dependable
- High Degree of Attention to Detail
- Excellent Time Management & Prioritization Skills
- Strong Communication Skills
- Positive and Professional Attitude
- Ability to Make Decisions Under Pressure
- Ability to Remain Calm and Patient
- Ability to Thrive in fast-paced, high volume environment
- Sage X3 knowledge (not essential)
- Sage SEI knowledge (not essential)

#### **HOW TO APPLY**

Get ready. Get set. Tell us about yourself. We want to hear what makes you the hands-down, no-doubt-about-it, ideal candidate to join the Danica team. Use your cover letter as a vehicle to tell us about the special attributes you possess that will add some extra flare to the Danica dynamic.

Please send your resume and cover letter to [jobs@danicabrands.com](mailto:jobs@danicabrands.com) (no calls please). Please ensure that **Key Account Operations Coordinator** is in the subject field of the email.