



## Job Description

### Account Services Associate

#### LOCATION:

Eugene, Oregon (Opportunity for Part-Time Remote)

#### HOW TO APPLY:

Candidates interested in this position must provide a resume AND a cover letter that details their interest, intent, and applicable experience for this role. Application materials should be emailed to [HR@Burley.com](mailto:HR@Burley.com) – Resume and Cover letter submitted via PDF.

#### ABOUT BURLEY:

From everyday errands to extraordinary expeditions, Burley has helped folks do more by bike since 1978. Based in Eugene, Oregon, Burley designs trusted, versatile bike equipment for carrying everything you need and love. Our family-owned company is committed to building a more bikeable world and making it easier for generations of riders, adventures, and explorers to ride their way.

At Burley, we like to say the joy and possibility in every ride moves us to make more rides possible. From the worry-free gear we design to the bike causes we support; we make it easier for you to get out there and do more by bike.

**Burley. Ride Your Way.**

#### ABOUT THE POSITION:

The Account Services Associate will work directly with our Key Account Managers in the execution of sales and marketing plans with domestic and international strategic accounts. They will identify and address business needs of accounts and promote long-term, sustainable business through the processing of sales orders and reviewing and resolving customer service issues and warranty claims promptly and accurately with limited direction.

#### Account Management

- Prepare and present clinic/training programs targeted to increase sell-through at key retailer locations.
- Assist in the creation of a new business pipeline via research, email and phone calls.
- Enter customer purchase orders promptly and accurately into the ERP system.
- Review purchase orders to ensure products and quantities ordered are reasonable and in line with forecasts.
- Respond to customer service issues and warranty claims promptly and accurately.
- Collects and analyzes customer sell thru information to inform sales forecasts.
- Coordinate with sourcing and logistics to ensure products will be available to meet customer delivery schedules.

## Account Development

- Monitor competitor activity within accounts and identify and report on significant market trends within our industry.
- Understand the current and future business strategies and plans of our accounts and share this information as needed with other Burley stakeholders.
- Participate in long and short-term planning projects with a focus on delivering improvements in the service levels to our customers, driving operational efficiencies, and identifying additional opportunities for growth.
- Perform special projects as required.

## **EXPERIENCE/SKILLS REQUIREMENTS:**

- Excellent organizational skills and attention to detail.
- Demonstrated strong skills in cooperation, decision-making and problem solving.
- Ability to read, analyze and interpret general business data and translate it into actionable plans and strategies.
- Ability to effectively present information and respond to questions from groups of managers and customers.
- Demonstrated sense of urgency and time management skills.
- Excellent written and oral communication skills.
- Demonstrated proficiency in Microsoft Office applications (Word, Excel, PowerPoint).
- Demonstrated ability to use multi-line phone, scanner, and other office equipment.
- Demonstrated work ethic that includes neatness and punctuality.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

- Work area is indoors in a climate-controlled environment with moderate background noise.
- The ability to use a keyboard, and to communicate orally and in writing is required.
- The ability to work extended hours as business needs dictate.
- May represent the company at domestic and international trade shows
- Position is based in Eugene, Oregon

FLSA Status: Non-Exempt