

We are committed to providing a stable, growth-oriented and inspiring work environment that offers opportunities for professional, personal and financial growth. If you are interested in joining a growing team, where **YOU** are our most valuable asset, then MAC is the place for you.

Account Service Coordinator

POSITION PURPOSE:

Serves as the Account Service Coordinator, as the point of contact between the company, employees and clients. Primarily fielding questions, helping to renew contracts, providing updates on any changes, products or company programs.

RESPONSIBILITIES/DUTIES:

- Day-to-day administrative support to account executives
- Preparing and filing contracts, reports and other related documents
- Coordinate meetings and schedules calls for the management team.
- Perform market and competitive research on prospective clients
- Assist in the creation of promotional materials such as videos, demos and presentations.
- Establish and maintain trust-based relationships with employees, customers and prospected clients
- Interact and correspond with employees, customers and prospects to provide information in response to inquiries about personnel, systems, services and/or compliance.
- Respond and resolve employees and customer concerns in a timely and appropriate manner.
- Tracks and documents service and support requires and ensures proper notation of employee or customer issues.
- Assist department heads and managers with reports and other administrative duties.
- Assist CFO/Controller with business procurements and account management.
- Monitor and adhere to company policies and procedures, including financial forecasts and budgets.
- Ensures compliance with safety policies and procedures found in Company manuals.
- Promotes safety throughout the organization as mandated through Company policies identified by executive management.
- Be an active participant in our Employee Engagement Group.
- Performs other duties as assigned by the CEO and executive team.

QUALIFICATIONS:

- A 4-year degree in Business or an applicable field.
- Three or more years of experience or training; or equivalent combination of education and experience.
- Familiar with standard concepts, practices, and procedures within the field.
- Skill in organizing resources and establishing priorities.
- Ability to communicate effectively, both orally and in writing.
- Ability to develop and maintain recordkeeping systems and procedures.

- Must be able to interact and communicate with individuals at all levels of the organization.
- Must have general knowledge of a variety of computer software applications in word processing, and presentation software (MSWord, Access and PowerPoint).
- Must have advanced knowledge in Microsoft Excel and Adobe Pro.
- Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.

SPECIAL POSITION REQUIREMENTS:

- Excellent communication and organizational skills
- Multi-tasking and interpersonal skills

SUPERVISORY RESPONSIBILITY:

- None

TRAINING REQUIREMENTS:

- Stay up to date on computer software applications
- General safety

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Primarily in an office environment. Will be expected to travel as needed for employee engagement.

Mountain Air Cargo, Inc. is an Equal Opportunity Employer. We offer a comprehensive benefits package.