



Tower Laboratories, Ltd.

CUSTOMER ACCOUNT SPECIALIST
Centerbrook, CT

Tower Laboratories is the premier effervescent product manufacturer in the U.S. We develop and manufacture over-the-counter medications, prescription pharmaceuticals, personal care, beverage and household products. Our product line includes denture cleanser tablets, antacids, cold medications, potassium supplements, instant soft drink tablets and bath tablets. We are expanding our product base and currently have several new and interesting products in the development stages right now. Please visit our website to learn more about us at www.towerlabs.com.

Considering entry and experienced level candidates for this position in our CT headquarters.

POSITION SUMMARY & RESPONSIBILITIES:

Responsible for day-to-day management of customer accounts; our customers are national retail stores. Review and confirmation of orders and related communications, relationship management, compliance facilitation, and bid submissions. Responsible for customer and item set-up and management of ongoing changes. Also builds new private label business with existing customer base and new opportunities. Evaluates and reports on sales trends and forecasting. May also be involved in additional sales/marketing activities per below.

1. ACCOUNT MANAGEMENT

- a. Review incoming orders, communicate customer requirements and manufacturing lead times
- b. Proactive communication and coordination with manufacturing and customers as issues arise
- c. Utilize customer data management systems to input product and company details
- d. Coordinates quotes and terms/conditions for new business
- e. Manages timelines for new private label product launches

2. CUSTOMER AND ITEM MASTER DATA MANAGEMENT

- a. Maintain customer data in operating system
- b. Maintain finished goods master data in operating system
- c. Maintain internal customer/product reference spreadsheets
- d. Development and distribution of internal 'routing sheets' to communicate changes to customer and finished goods master data

3. ADDITIONAL ACTIVITIES (may include any of the following)

- a. Sales Forecasting
- b. Trade Shows
- c. Trade Advertising
- d. Customer Reports
- e. Project Management

QUALIFICATIONS:

- Experience in Customer Service, Sales Administration, or similar role
- Sales experience with National Retailers: mass merchandise, drug, and / or grocery highly preferred
- Strong written and verbal communication skills
- Strong computer skills- ability to learn and utilize a wide range of data management systems
- Strong analytical skills including applicable software and systems
- Detail oriented; must have persistency to follow-up on details in the interests of facilitating customer requirements
- Self starter; highly motivated; ability to work effectively within a team
- Ability to succeed in a dynamic environment and handle multiple priorities
- B.S. Degree in Business or Marketing preferred

This medium sized company headquartered in Centerbrook, CT, offers a friendly, positive working environment with a competitive benefit package including 401(k) with discretionary company match. Tower Labs is a Socially Responsible Employer and a Great place to work!

Qualified candidates start the conversation today! hr@towerlabs.com.