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# Example of Account Advisor Job Description

Our growing company is hiring for an account advisor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for account advisor

* Customer facing sales order process, including SAP sales order entry & maintenance, supply chain and shipping / logistics compliance monitoring
* Payment & Invoice tracking which entails weekly review (using BW reporting/Tradelink) of account settlement status to monitor and coordinate timelines of payment for account base to ensure smooth flow and delivery of product into the Regional markets
* Communicates with Factory liaisons on behalf of Distributors regarding the timing of shipments, supply chain and open production orders
* Provide periodical fiscal shipment reports based on delivery/credit status of a/c base and managing risk to the businesses shipment forecast
* Support and provide accurate information to the Sales Director to enable prompt collection of goods at port based on vessel ETA to ensure we perform within operational guidelines
* Ensure goods are invoiced in line with legal requirements with support and guidance from line manager
* Accountable for resolving ‘pending production’ issues and escalating to manager where necessary and promptly
* Oversees samples delivery for a/c base
* Perform other duties as required / assigned by manager
* Responsible for dealing with enquiries from customers covering all aspects of their ordering needs

## Qualifications for account advisor

* Maturity to deal with tough customers in crisis situations
* Service Background
* Customer focused, understands enterprise customer’s infrastructure
* SAP/Business Warehouse experience preferred
* Good understanding as to the information factories need to be able to do a world class job for WW
* 3+ years previous experience in wholesale merchandising/customer service, or production, logistics