

INTERNAL JOB POSTING/ POSITION ANNOUNCEMENT

Job Title: Account Associate 0063-18
Location: Somerville, MA
Reports to: General Manager
FLSA: Full-time/Exempt

THE ROLE

The Account Associate is responsible for supporting the Account Managers and Senior Account Managers with responding to customers' information requests, job orders and special needs, while maintaining a high level of customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist with communications that are sent out to customers and deal with each client in a professional manner regardless of the situation.
- Support the Account Management team with processing billing paperwork and sending to accounting
- Answer cold calls on a rotational basis with other Account Managers and field questions as they come in
- Identify client's needs and matching this with the appropriate level of service in addition to advising clients on the range of services provided by Crozier.
- Provide clients with a clear and complete written estimate in advance of any work performed including the scope of work and associated estimated costs.
- Identify what resources are available both internally and externally to successfully realize the customer's requests in a timely, efficient and economical manner.
- Convey and coordinate customer information to Crozier operations (i.e. warehousing, pricing, packing and shipping) to ensure the success of each job and oversee and direct any work performed by other service providers.
- Solicits sales of new or additional services.
- Proactively anticipates problems and puts processes in place or escalates to appropriate source to avoid them in the future.
- Exercises judgment within broadly defined practices and procedures.
- Decisions require a moderate level of judgment and analysis of the appropriate course of action.
- Provides back-up support as necessary to peers as well as for other administrative functions.
- Provides back-up for all Receptionist position duties including delivery handling, incoming and outgoing mail delivery, incoming telephone calls, supply ordering and general filing.
- Other duties as required.

QUALIFICATIONS:

- Minimum of one (1) year working in a museum, gallery, or fine arts services company is preferred.

- Strong communication skills with experience interacting with art professionals and high net worth individuals preferred.
- Team Player, able to work in a dynamic environment;
- Pro-active mentality that is comfortable in results driven workplace.
- Ability to establish and maintain effective working relationships both within and outside the organization.
- Strong interpersonal skills with the ability to speak clearly and persuasively.
- Solid time management and organizational skills.
- Capable of working well under pressure and able to meet deadlines.
- High attention to detail along with the ability to multi-task.
- Excellent written and verbal communication skills, numeracy and basic math skills.
- Proficiency in computer skills including Microsoft Word, Excel, PowerPoint and the ability to navigate within the internet required.

EDUCATION:

Bachelors' degree preferred.

LANGUAGE SKILLS:

Ability to communicate effectively and resolve conflicts both orally and in writing with both internal and external customers. Excellent verbal, telephone and written communication skills.

PHYSICAL DEMANDS:

Incumbent in this position works in an office area, visits customer sites, as well as, multiple Crozier facilities. Work is mostly sedentary with intermittent movement throughout work hours. Movement may include walking, bending, lifting, and standing and may occur in offices, warehouses, or similar areas.

The physical demands described here are representative of those that an employee may perform on an occasional to regular basis while performing functions of this job. The work environment characteristics described here are representative of those an employee may encounter on an occasional to regular basis while performing the functions of this job. Reasonable accommodations may be made to enable individuals to perform these functions.

HOW TO APPLY:

Please send resume to ashleybrown@crozierfinearts.com with "0063-18 Account Associate" in the subject line.

Consideration will be granted Only to those who possess the minimum requirements as stipulated.

NOTE: The job description is not intended to be all-inclusive. Employees may be assigned other related duties to meet the ongoing needs of the organization.