Alside
Project Coordinator - Building Materials at Alside

COMPANY DESCRIPTION
Alside, a division of Associated Materials Incorporated ("AMI"), is a recognized leader in the home improvement industry and is uniquely positioned with a strong vertical integration of manufacturing, distribution and installation. Our Installed Sales Solutions (ISS) channel is the premier, professional project management organization for the exterior remodeling industry. The ISS program serves select larger home exterior product companies by local Alside Supply Centers throughout the U.S. and streamlines the installation process for these customers by utilizing our network of authorized installers. We also offer solutions for small scale projects like single family home window replacement. If you have experience with project management in the building materials industry, apply today!

JOB DESCRIPTION
Sales Solutions Manager or Regional ISS Manager (depending on location size). The individual in this position will be responsible for working collaboratively with a team to support and maintain relationships vital to ISS business growth while ensuring high levels of customer service and safety compliance.

OBJECTIVES:
- Consistently deliver world-class Customer Service
- Assist in research and development of accounts to maintain projected metrics
- Operate in a safe manner following all company safety policies
- Administer and manage customer account activities by thoroughly and accurately maintaining documentation and 100% order entry accuracy
- Follow and execute additional direction set out by the ISS Manager

DAY-TO-DAY RESPONSIBILITIES:
- Deliver exceptional Customer Service by responding to customer needs thoroughly in a timely manner with accuracy and detail
- Develop and maintain a high level of product knowledge
- Resolve customer issues and questions
- Administer the Filing, Job Pack creation and Materials Procurement Forecasting for ISS
- Receive and process orders and assist customers through the ordering process
- Maintain detail and accuracy in order entry and customer requests
- Maintain and service new customer accounts
- Assist in job scheduling and product delivery
- Operate in a safe manner and maintain a safe work environment
- Serve as a reliable and knowledgeable resource to our customers
- Follow and execute any additional direction given by ISS Manager/Operations Manager that will assist in obtaining overall goals and objectives of the organization

QUALIFICATIONS
- Ability to multi-task
Results Driven and Self-Motivated  
Service Oriented  
Effective Time Management  
Organized and Detailed Oriented  
Excellent Communication Skills  
Ability to learn and embrace new technology  

KNOWLEDGE/PHYSICAL REQUIREMENTS:

Microsoft Excel, Office, and Outlook  
General knowledge of the exterior building industry preferred, but not required  
Frequent sitting, standing, walking, bending  

EDUCATION AND EXPERIENCE:

High School diploma or GED equivalent required  
Preferably 1-3 years in an operational environment, preferably building products with a demonstrated success working with customers  

ADDITIONAL INFORMATION  
All your information will be kept confidential according to EEO guidelines.  

Recruiters: Please note that Associated Materials, Alside and any of its affiliated companies does not seek or accept unsolicited resumes or offers of recruiting service associated with any published or unpublished employment opportunities. Any unsolicited information sent to AMI or any of its employees will be considered as unencumbered and free from any fee or charge whatsoever. Only members of our Human Resources Team have authority to engage or authorize recruiting services. Any questions regarding recruiting services of any kind must be sent to jobs at associatedmaterials dot com.