



POSITION DESCRIPTION

POSITION TITLE: Account Services Supervisor- Retail

FLSA STATUS: Exempt

DEPARTMENT: Account Services

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Sr. Account Services Manager

POSITIONS MANAGED: Inside Account Managers-Retail

POSITION PURPOSE

This individual will supervise the day-to-day operations of the Retail Account Services Department. Responsibilities will specifically be focused on handling vendor relations issues from the corporate level. This individual's responsibilities will include but are not limited to; coordinating personnel and resources on special projects with an outlined goal, researching compliance issues and resolutions, new Retail account set up, communication liaison between Acct. Services, Supply Chain, sales and Marketing on account requirements and changes. The Account Services Supervisor must be able to adapt to the changing needs of Account Services, Bona as an organization, and our customers while demonstrating strong leadership skills and a team player attitude. This individual will be responsible for maintaining a positive work environment.

POSITION QUALIFICATIONS AND JOB DUTIES QUALIFICATIONS:

1. High school diploma or Bachelor's Degree. Other related field or equivalent work experience required.
2. Minimum of 2 years of experience working as a Supervisor or Manager.
3. Required to have an extensive working knowledge of PC functions and Microsoft Office programs including Excel, Outlook, etc. SAP experience is a plus.
4. EDI and experience with retailers required.
5. Exceptional written and verbal communication skills.

JOB DUTIES:

1. Handle and resolve customer relations and compliance issues
2. Direct management of team including performance, coaching, and mentoring
3. Assist in recruiting process and training of new employees
4. Provide day-to-day direction, support, and daily task assignments
5. Manage all aspects of EDI including new maps and map changes.
6. Manage customer relations and compliance including setting up new retail accounts, reviewing customer manuals, and monitoring non-compliance issues
7. Ensure correct pricing, allowances, and deductions are set up and processed
8. Cross-functionally work with Sales, Operations, and Supply Chain on customer changes and order fulfillment
9. Work on department projects as needed
10. Facilitate positive employee relations by fostering an environment of open communication, approachability, and fair, consistent treatment of employees
11. Develop mutually beneficial, respectful, and effective relationships with peers to ensure seamless

coordination between departments, maximize synergy, and maintain a shared vision, strategy, and focus

CORE COMPETENCIES

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
3. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
4. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
5. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
6. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.
7. **Supervise Performance** – Along with the department manager, actively participates in recruiting and selecting candidates, coaching, clearly communicating established goals, using objective means to monitor progress towards those goals, offering clear, direct, and timely feedback, and provides training, direction, and support as needed. Successfully redirects performance that falls short of expectations, confronts negative behavior, and builds morale and/or escalates all concerns to the attention of management. Provides the level of guidance and supervision appropriate to the circumstances, rewards team behavior and fosters a team atmosphere in the workplace. Communicates and implements approved process improvements. Takes responsibility for subordinates' activities, makes self-available to staff during business hours, and continually works to improve supervisory skills.
8. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
9. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
10. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily

committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

11. **Organizing & Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.
 12. **Results Oriented** – Maintains an appropriate focus on short and long term goals, outcomes, and accomplishments, conveys a sense of urgency to make things happen, and displays a sense of urgency about getting results. Motivated by achievement and persist until the goal is reached.
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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-20 pounds (for example: packages, copy paper boxes, etc.)
Must be able to communicate effectively by listening and also in both written and verbal forms.

WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.
 2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
 3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.
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 5. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.
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SIGNATURES

This job description has been approved by all levels of management.

Manager Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Date: _____

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.