

JOB DESCRIPTION

RRHH:	Jesus Sosa	APPLICATION EMAIL:	careers_es@thielmann.com
DATE:	25.10.2023	START DATE:	November 2023
PLACE:	Nashville, TN, USA	REPORTING TO:	Managing Director

OFFICE MANAGER.

We are looking for an experienced Office Manager to join our team! As Office Manager you will organize and coordinate office administration and procedures, in order to ensure organizational effectiveness, efficiency, and safety. The Office Manager is responsible for developing intra-office communication protocols, streamlining administrative procedures, inventory control, office staff supervision, and task delegation.

RESPONSIBILITIES.

Administrative Duties.

- Answering telephone calls and emails from customers and clients and directing them to relevant staff
- Provide general support for all visitors to warehouse.
- Gather and distribute all “snail” mail that arrives at the office.
- Point person for mailing and shipping.
- Receive and sort all incoming mail.
- Manage FedEx accounts.
- Arrange shipping as needed.
- Organize and schedule meetings as needed.
- Monitor and manage TMUS cell phone accounts.
- TMUS company holiday administrator.
- Host quarterly appreciation lunches for warehouse staff.

Purchasing Duties.

- Order all materials required for the Ready Keg and service operation.
- Order items requested by SIC, Systems, IBC, or other Thielmann business units.
- Order marketing materials, office supplies, or other items as needed.
- Manage relationship and expenses for temporary labor suppliers contracted to support Ready Keg and service operation.

Order Processing.

- Oversee all aspects of each order from the time it becomes a quote until the order has been delivered and reconciled.

- Create all quotes in QuickBooks based on Sales Manager's description.
- Get shipping quotes required for each order.
- Qualify payment terms for all customers (most payments will be due before production begins).
- Receive and file Purchase Orders.
- Qualify branding requirements.
 - Get artwork from customer if silk screen is required.
 - Create proof for customer approval.
 - Get artwork to silk screen producer.
 - Get screen from screen producer to warehouse.
 - Approve emboss required.
 - File all requirements on Share Drive.
- Create and send Invoices.
- Receive and confirm payments (credit card or other).
- Place order in production schedule.
- Coordinate freight pick up with carrier.
 - Create and distribute BOL.
 - Create and distribute Packing List.
 - Create and distribute Packing List.
 - Ensure that all orders are shipped on time.
- Confirm the receipt of each order by the customer.
- Ensure that all expenses related to each order are reconciled.
 - Follow up and get written clarification for any expenses that are not invoiced as quoted.
 - Coordinate investigations with vendors and/or TMUS staff as needed.
- Ensure that all expenses related to each order are paid in a timely manner.

Miscellaneous.

- Accounting.
 - Assist with investigating past due invoices when needed.
 - Create invoices and collect payment for all non-standard and/or industrial container jobs.
- Logistics.
 - Arrange all international shipping for TMUS.

- Create commercial invoices when needed.
- Point of contact for FedEx account.
- Inside Sales.
 - Oversee orders that come in via the website or office phones.
 - Assist with processing orders sent directly from key accounts (eLease, KL, Hillebrand, etc.)
- Marketing.
 - Participate actively in the planning and execution of all company events – Guild meetings, CBC, Pack Expo, etc.
 - Travel to all company events as needed.
 - Manage the creation, distribution, and inventory of all marketing materials including promotional merchandise, catalogs, and other marketing collateral.
 - Assist with management of industry trade memberships.
- Human Resources.
 - Point of Contact for TMUS 401K Retirement Plan, Medical Insurance, and all other health related questions for TMUS employees.
 - Evaluating and negotiating with service providers.
 - Assuming responsibility of timely payment of monthly premiums.
 - Keep updated employee records with all relevant information (marital status, years of service, hours worked etc.).
 - Arrange quarterly “Employee Appreciation” events for warehouse and office staff as needed.
 - Other duties as needed.

YOUR PROFILE.

- Bachelor’s Degree or studying towards it in Business Administration or similar field. Other Bachelor’s Degree will also be considered.
- Previous experience in internal sales and/or back office is welcome but not strictly required.
- Background in international sales with foreign language skills is a major advantage.
- English – native or C1 Advanced required.
- Other languages are welcome: Spanish, German, French,...
- Advanced level in Microsoft Office, especially Excel.
- Knowledge of AX operating system and CRM platforms is highly desired.

YOUR SOFT SKILLS.

- Basic understanding of sales principles and customer service practices.
- Performs well under pressure with frequent interruptions and distractions.
- Good listening skills to fully understand customers' requirements.
- Able to understand basic technical information and industry applications.
- Excellent organizational and time-management skills.
- Excellent interpersonal and communication skills.
- Has positive attitudes and friendly manners.
- Ability to speak to groups of people with enthusiasm and professionalism.
- Able to work in a fast-paced environment within an international context.
- Able to work as an individual and as part of a team.
- Self-motivated and detail-oriented.
- Strong Customer Service focus (Empathy).
- Ability to take initiative and effectively adapt to changes.
- Able to work independently, with minimal supervision once training has been provided.

WHAT'S IN THE OFFER FOR YOU...

The opportunity to work in a truly global, fast-growing company that dares to dream big. You will be involved in many exciting transformational projects and interact with the Senior Management team on a regular basis. You will get the chance to grow, develop your career – and most importantly – have FUN!

If this sounds like a job for you, please send your application in English language to:

careers_es@thielmann.com

Good luck with your application!