



Join our SWARCO McCain Team as

Account Administrator (m/f/d)

Location: Vista / California / United States | Full-time

Start your journey with us and submit your resume/CV. McCain is an equal opportunity employer. This employer participates in E-Verify.

Your Challenge

As part of the SWARCO group, McCain is always looking to strengthen its organization by adding the best available talent. We're seeking an Account Administrator to process routine customer inquiries and standard correspondence on complaints, deliveries, terms, order changes, service, and related matters. Acknowledge orders and advise customers of order substitutions, status, back order, etc.

- Active communication and correspondences with the assigned accounts/ customers, including delivery status, letter of explanation for delays, etc. Process customer inquiries, delivery information and terms
- Verification of all material on quote matches the plans and specifications of a project as well as the issued purchase order
- Create initial submittals and revised submittals as needed
- Obtain vendor submittals when required
- Interdepartmental communication for new part numbers as needed
- Process of sales orders into MS Great Plains, including revisions as needed
- Complete ownership of drop ship purchase orders of outside vendors, including creation and approvals
- Process Return Merchandise Authorization (RMA) forms for defective or incorrect material
- Create and manage Job Closing Reports to make sure the job was billed correctly

Your Profile

- Minimum of a high school diploma or GED
- 1-2 years of experience in customer service
- Worked in construction industry or electrical sales is strongly preferred
- Technical product aptitude is a plus
- General understanding how to read building plans or specifications is a plus
- Excellent verbal and written communication skills for effective customer communication
- Ability to stay well organized, multi-task and set priorities
- Attention to details
- Computer skills, especially MS Office and CRM software. Working knowledge of Great Plains software helpful

Ihr Benefit

- A GREAT work environment with fun, friendly, knowledgeable, and helpful team members
- Benefit package to support you and your family's health. From medical, dental, and vision, to flexible spending accounts for both health and dependent care
- Educational reimbursement to help keep your career updated
- Save money on tickets to the San Diego Zoo, other amusement parks, movie theaters, indoor skydiving, and so much more with our employer discount program
- Paid time off, holidays, company-match 401(k) plan and more
- Hybrid schedule will be considered

The future begins today. Yours too?

Join SWARCO McCain. We look forward to receiving your detailed application via online form:

McCain, Inc.

2365 Oak Ridge Way

Vista, CA, 92081

USA

Information on processing of your personal data is available here (<https://swarco.com/privacy-information-applicants>).