

Job Title

Manager, Container Sales Support (Montvale, NJ)

Reports to

Vice President - Container Sales & Trading (subject to change)

Functional Summary

The Manager, Container Sales Support will oversee order management processes, ensuring seamless collaboration with internal and external stakeholders. This role is vital in bridging commercial, operational, and administrative efforts to support the efficient functioning of the container sales department. The individual will contribute to achieving departmental objectives through effective communication, precise execution, detail orientated, and proactive issue resolution.

Responsibilities

- Manage end-to-end order processing, ensuring accuracy and efficiency using the Mistral and/or CLM system.
- Serve as the primary liaison for collaboration with internal teams (operations, treasury, and others) and external stakeholders.
- Cultivate and maintain strong working relationships across departments to streamline processes and enhance workflow efficiency.
- Provide weekly reports on commercial and operational objectives, highlighting progress and areas for improvement.
- Oversee and resolve operational challenges, ensuring adherence to company policies and customer satisfaction.
- Monitor and manage accounts receivable in collaboration with the treasury team to ensure financial health and compliance.
- Act as a subject matter expert for sales and operational processes, supporting continuous improvement initiatives.
- In line with the manage end-to-end order processing; Review open Bookings ie accessibility, uncollected units and aging releases.
- Manage the Global gate buy list for NAM.
- Manage Portal entry and pricing. (unless it is being transferred to IT).
- Offer support to the Sales team when traveling – Email and Portal sales quoting.

Qualifications

- A bachelor's degree in business administration, supply chain, or a related field (preferred; equivalent experience acceptable).
- Minimum of 5 years in a similar role with a proven track record of managing commercial and operational tasks.
- Proficiency in English, both written and verbal, with strong attention to grammar and communication clarity.
- Advanced proficiency in Microsoft Office Suite; familiarity with Mistral or similar systems is a plus.
- Exceptional organizational and troubleshooting skills, with the ability to manage multiple priorities effectively.
- Service-oriented mindset, with the ability to foster teamwork and drive collaboration.
- A proactive approach to problem-solving and process optimization.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, national origin, or veteran status.