



Job Title: Account Specialist

Job Type: Full-Time, On-Site

Job Location: Nashville, TN

Job Description:

UIBS USA is seeking an Account Specialist to join our team in Nashville, TN. The Account Specialist will be responsible for managing customer accounts, providing exceptional customer service, and ensuring smooth communication with clients, vendors, and internal teams. This role involves processing orders, handling claims, coordinating deliveries, and supporting sales operations through accurate documentation and account management. The ideal candidate will be detail-oriented, customer-focused, and highly organized with strong problem-solving abilities.

Your duties will include:

- Assist customers with product-related questions via email, phone, or in-person.
- Handle claims related to refunds, exchanges, or returns.
- Process orders received through phone, email, or internal ERP system.
- Communicate with customers and vendors to ensure timely payments.
- Coordinate delivery processes to meet customer guarantees.
- Manage and maintain strong customer relationships.
- Update internal databases with account information accurately.
- Liaise with internal teams to ensure proper pre- and post-sales service.
- Prepare, file, and retrieve sales-related documents such as invoices and purchase order status reports.



UIBS
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- Perform other responsibilities as assigned by the Company.

Your qualifications are as follows:

- Bachelor's degree required.
- Strong communication skills with a problem-solving mindset.
- Excellent computer skills, particularly in Microsoft Excel and MS Office.
- Experience with CRM or ERP systems.
- Strong time-management and multitasking ability in a fast-paced environment.
- Highly motivated, self-directed, and customer-service oriented.
- Strong attention to detail with a sense of urgency.
- Ability to work independently as well as collaboratively within a team.
- Korean-English bilingual proficiency preferred but not required.

Benefits:

- 100% company-paid medical insurance (no payroll deductions).
- 401(k) with company match (up to 5%).
- 15 national holidays and 15 days of PTO.
- AD&D and Life Insurance coverage.