

## **Program Admin, Retail Services**

Location – North Sioux City, SD

Number of Positions - 3

Since its founding in 1985, Irvine, Calif.-based Gateway (NYSE: GTW) has been a technology pioneer, offering award-winning PCs and related products to consumers, businesses, government and educational institutions. Since acquiring eMachines in early 2004, Gateway is now the third largest PC company in the U.S. and among the top ten worldwide. The company's value-based eMachines brand is sold exclusively by leading retailers worldwide, while the premium Gateway line is available at major retailers, over the web and phone, and through its direct sales force. We are continuing to grow and have opportunities for individuals to join our team.

### **Job Description**

- This position performs a variety of tasks in support of the Authorized Service Center (ASC) program within the Retail Services. As a Program Administrator, the individual must develop a strong working knowledge of all aspects of the ASC program. They will serve as the primary contact for assigned retail partners and assist the ASC with any questions/escalations related to program.
- The Program Administrator will be required to have a thorough understanding of the ASC site, as well as, utilize other systems and tools (such as Helix.Net, DHL, Purolator) to research and obtain answers for the partner. This person is also responsible for ensuring the ASC site our partners use to conduct their daily business is functioning properly – most importantly make certain the Bill of Materials for all retail models are listed.
- Building strong relationships both with internal and external partners is also important.
- This person is also responsible for any training requirements.

### **Job Requirements (Education, Years of Experience, Certifications & Skills):**

- Bachelors degree preferred or related work experience in lieu of degree.
- 3-5 years work experience working with customers in a retail environment.
- Previous account management and project management experience.
- Demonstrated written and verbal communication skills
- Solid organizational skills
- Strong attention to detail
- Ability to provide accurate and timely follow-up to requests

Please note: Local and Internal candidates will be given first priority

If interested in this Gateway opportunity, please apply by sending your resume to [Staffing@Gateway.com](mailto:Staffing@Gateway.com) . While all interest is appreciated, only those candidates who best fit the above criteria will be considered and contacted for this opportunity.

Gateway, Inc. offers a comprehensive benefits package (i.e., medical, dental, vision and 401K), company wide bonus program, and employee discounts. Gateway, Inc. is an EEO employer. At Gateway, we are dedicated to the development of Gateway as a leader in the technology industry and we believe that you can help make a difference. For more information please visit Gateway's website at [www.gateway.com](http://www.gateway.com).