

## **Inside Sales Support Analyst**

Your career begins at R.A. Ross & Associates. If you're ready for a career that provides you with the ability to advance personally and professionally, look to us. Our team makes our customers more productive by improving the efficiency and reliability of the pumps, filters and blowers that keep processes flowing.

Job Summary: Provide support in sales administration, acts as extension of sales team, generates quotes as directed.

### **Responsibilities:**

Acts as an extension of the sales team by providing administrative and/or process support

Looking up part numbers/ filters by equipment model

Identifying proper parts needed

Looking up list price and calculating sell price (using multiplier or profit margin percentage) and costs (using multiplier or discount percentage) by part number

Determining delivery costs for all "freight allowed" pricing requests

Communicating with vendors as needed via email and or phone to determine correct pricing, freight costs and lead-times

Typing quotations with all details required (price with part number and description)

Responds to client requests in a timely fashion via email, telephone, fax, or as appropriate

Relieves receptionist by answering incoming calls providing a good first impression of our company and handles call as capable or direct to the proper person

Scans, files, makes copies, and other clerical duties

Works with the sales team and customers to track orders and shipment status to ensure on time delivery

Check on orders for customers and keep those customers informed of order status

Maintain backorder report (backorder report is prepared by checking with vendors on all open Purchase Orders)

Write up orders received from customers & outside salespeople: handle all emergency orders by following up immediately with vendors to obtain shipment information

### **Qualifications:**

Mechanically inclined, fast learner with the ability to learn how equipment parts fit together

Detail oriented with analytical capability and strong math skills

Assumes responsibility & accountability for assignments and tasks

Manages time

Focuses on urgent and important tasks

Shows strong attention to detail

Adapts to shifts in priorities and urgencies

Effective communication and documentation skills

Exhibits good interpersonal skills; collaborates with others; maintains composure when faced with difficult situations and personalities

Computer experience including Outlook email, Excel, Word, Internet, basic keyboarding skills, and CRM/database with ability to learn new systems as needed

Self motivated with positive attitude, possess initiative, desire to learn, able to work independently and also be a team player, problem solver and adapt to challenges

Exhibit politeness, honor, integrity and the willingness to go above and beyond what is expected in every client interaction

BA/BS or equivalent work history with 2+ years professional work experience in sales, sales support, or a customer facing role for technical or industrial product

Job Type: Full-time

Minimum salary: \$30,000 and commensurate with experience (with benefits medical/dental insurance, paid holidays, PTO, retirement, education assistance, etc)

**Promotion opportunities:**

As candidate grows in knowledge and experience and as company grows, there is opportunity to advance into Inside Sales Representative position and beyond.