

Inside Technical Sales Assistant

Job Description:

- Answer Incoming calls providing a good first impression of our company. Handle call as capable or direct to the proper person.
- Work with Microsoft Excel and Word, pricing items for bids and orders. Look up part numbers by equipment model; help identify proper parts needed; look up list price; calculate sell price (using multiplier or profit margin percentage) and costs (using multiplier or discount percentage) by part number; determine delivery costs for all "freight allowed" pricing requests; Communicate with vendors as needed via email and or phone to determine correct pricing, freight costs and lead-times; Type quotations with all details required (price with part number and description);
- Write up orders received from customers & outside salespeople: handle all emergency orders by following up immediately with vendors to obtain shipment information;
- 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);
- Maintain data on pump files in Excel, assist others in inside sales when needed (following up, quoting parts and filters, or gathering detailed information to assist others in inside sales to respond to customers in timely fashion); Scan orders as directed into Sentry scanned filing system; File paper orders as directed; Respond to customers via email, telephone, or fax as appropriate.

Candidate requirements:

- Mechanically inclined, Able to understand how basic machinery works with the ability to learn how equipment parts fit together
- Detail oriented
- Computer experience including Outlook email, Excel, Word as well as basic keyboarding skills
- Excellent verbal and written communication and time management skills
- Able to maintain a high level of customer satisfaction
- Fast learner
- Strong math skills
- Effective communication and documentation skills
- Positive attitude, possess initiative, desire to learn, be a team player, problem solver and adapt to challenges
- Work hard to satisfy customer's requirements while working in a positive office environment where management and fellow employees respect and care about one another
- Capable of maintaining cool when under pressure
- Exhibit politeness, honor, integrity and the willingness to go above and beyond what is expected in every client interaction

Job Type: Full-time

Promotion opportunities:

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