

Job Description

Inside Sales Representative

Summary: Part quoting and order processing for customers and technicians

Primary Duties and Responsibilities:

- Receive parts orders via phone, email, fax, mail and through customer portals.
- Verify customer information and update the accounting system as required.
- Enter parts orders into accounting system and distribute copies of the sales order to appropriate departments.
- Confirm purchase orders back to customer noting any revisions in pricing or delivery that need to be made.
- Coordinate manufactured parts with the Electro-Mechanical Engineer.
- Coordinate customer requested shipping type with the shipping department.
- Monitor Next Day or Emergency parts to ensure deliveries are on schedule and shipped appropriately.
- Enter shipping charges onto order and forward to A/R department for invoicing.
- Quote parts prices to customers and Service Technicians.
- Obtain price and delivery information from suppliers on non-stock parts.
- Enter new part information into accounting system.
- Communicate Service or Retrofit requests on to the Service Manager

Additional Duties and Responsibilities:

- Have a working knowledge of shipping policies and procedures.
- Have a working knowledge of service order entry.
- Have a working knowledge of invoicing process.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each of the duties satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Good knowledge of electrical and mechanical industrial components and controls.
- The ability to follow mechanical assembly and detail drawings.
- The ability to follow electrical prints.
- Computer experience not limited to Windows, Microsoft Word, Microsoft Excel, AutoCAD
- Good verbal and written communication skills
- Must be organized, detail oriented, and able to multi-task efficiently.

Education and / or Experience:

High school diploma or general education degree (GED). Associate in electronic engineering technology, Accounting or Business Management and/or two to three years of related experience and training, or an equivalent combination of education and experience.

Pay Range: \$24.00-\$28.00 per hour.