



Sales & Service Administrator

Provide administrative and operational support for the multi-locational divisional Sales and Service Teams.

Job Description:

- Responsible for providing assistance to internal sales personnel and customers with discovery document assistance, proposal development, sample requests and pricing related projects.
- Assist in the management, tracking and reporting of sales forecasts
- Work with design engineering team to provide technical and pricing proposals to sales personnel and ensuring a seamless flow of information
- Implement and maintain the CRM for both Sales and service requirements and activities.
- Create and generate reports and develop presentations for internal and external sales meetings.
- Manage customer samples and application study process.
- Coordinate the scheduling of installation, repairs and maintenance services by prioritizing numerous issues of varying severity.
- As part of a team, book and coordinate employee business related travel
- Track, manage and coordinate all customer support calls and requests for service.
- Continuously improve all customer service-related processes, including help desk, RMA, and personnel dispatching and scheduling.
- Effectively and efficiently handle problems, conflicts, delays or other issues that may potentially affect customer satisfaction.
- Work with internal cross functional partners (marketing, engineering, project management, service and supply chain) to ensure responsiveness to internal and external customer requests.
- Additional clerical and administrative tasks, as required, including but not limited to: preparing sales materials, contacting customers, preparing mailings and email blasts.
- Potential travel to trade shows, customer locations, sister organizations, and/or off-site Sales meetings - approximately 10-15%.

Essential Skills:

- Bachelor's Degree
- At least 2 years of experience in a sales and/or service administration role.
- Proficiency in MS Office Suite of Tools.
- Must have very strong verbal and written communication skills.
- A positive, team player with excellent time management and organizational skills.
- Flexible with the ability to accept change and work under pressure in an evolving, fast-paced environment.
- Must be highly organized and self motivated.
- Must be a US citizen or US permanent resident authorized to work in the US and able to successfully pass a complete background check and drug test.



Non-essential Skills:

- Experience working with CRM and/or equivalent sales automation/service management tool
- Familiarity with a variety of field sales' concepts, practices and procedures.
- Proven customer service skills