

Full-Time Position

U.S. Citizenship Required for this Position

## Sales Administrator

### Brief Description of Job Duties:

- Providing email and telephone support for customers, direct sales staff and manufacturer's representatives, and for coordination and communication with internal staff, and to provide coordinated Sales Administrator coverage to ensure telephone and email coverage during all normal working hours;
- Supporting product sales, product technical sales (on a limited basis), product availability and pricing, business and general inquiries. Obtaining the necessary information from the customer and when required, technical, manufacturing, or business information from the appropriate staff.
- Responding to order and repair (Returned Material Authorization) status and scheduling inquiries, resolving discrepancies with the customer and with internal staff, coordinating and expediting orders and repair items when needed;
- Preparing quotes for new sales opportunities.
- Update and maintain quote log, and run reports on quote activity, time to quote, products quoted and other statistics in support of weekly staff meeting;
- Entering sales orders for new purchase orders and contracts received as required and on a timely basis, to include processing through our ERP system and coordinating with necessary staff, and for retrieving orders and contracts from online sites as required (e.g., from EXOSTAR online order management system for Raytheon, Boeing, and LMCO, from the DIBBS site for the Defense Logistics Agency, etc.);
- Coordinating with internal staff, processing paperwork and entering orders for demonstration / evaluation equipment, and for updating and maintaining inventory of demonstration equipment and supplies, to include inventory on-hand and demonstration equipment at customer and other sites;
- Sending Customer Survey forms as directed to customer engineering, program and contracts staff, compile the results of surveys received in a spreadsheet, and prepare reports and graphs for review by management;
- Assisting Accounting in obtaining new customer credit information, and collecting on delinquent invoices;
- Performing other duties as assigned by supervisor or management staff.

### JOB REQUIREMENTS

The applicant **MUST** have the following qualifications:

- Demonstrated ability to:
  - Support sales staff, including manufacturer's representatives and international distributors;
  - Prepare quotations and assist in the preparation of formal proposals;
  - Work closely with customers and assist in the preparation of Return Material Authorizations (RMA);
  - Track sales orders through the manufacturing process.

- Detailed functional knowledge of Microsoft Office Suite 2007 or later (Word, Excel, Power Point and Outlook.)
- 2-4 years experience in relevant occupation.
- Excellent English skills verbal and written.
- Ability to work with minimum supervision.

**Additional Desirable Experiences:**

- Working knowledge of Infor's Visual Enterprise Modules (Engineering/Manufacturing, Inventory, Sales and Customer Relationship Management (CRM))

E-Verify

As a Federal Contractor, FEI-Zyfer is required to participate in the E-Verify Program to confirm eligibility to work in the United States. For information regarding your legal rights and protections, please click on the following links:

- E-Verify - [https://e-verify.uscis.gov/web/media/resourcesContents/E-Verify\\_Participation\\_Poster.pdf](https://e-verify.uscis.gov/web/media/resourcesContents/E-Verify_Participation_Poster.pdf)
- Right to Work - [https://www.e-verify.gov/sites/default/files/everify/posters/IER\\_RighttoWorkPoster.pdf](https://www.e-verify.gov/sites/default/files/everify/posters/IER_RighttoWorkPoster.pdf)

AAP/EEO/Reasonable Accommodation

As a federal government contractor, in accordance with applicable laws, regulations, Executive Orders, FEI-Zyfer, Inc. is required to develop annual Affirmative Action Plans (AAPs) and is committed to employ and advance in employment qualified minorities, women, individuals with disabilities, and protected veterans (including but not limited to, disabled veterans, recently separated veterans, Armed Forces service medal veterans, and any other protected veterans). Any employees or applicants who wish to review the Affirmative Action Plan (AAP) for individuals with Disabilities and Protected Veterans can contact us by sending an email to [HR@fei-zyfer.com](mailto:HR@fei-zyfer.com) or by calling Human Resources at (714) 933-4000.

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If you are an individual with a disability or a disabled veteran and require a reasonable accommodation in applying for any posted position, please contact Human Resources at (714) 933-4000