

Sales Administrator

JOB DESCRIPTION

Essential Functions

- Providing email and telephone support for customers, direct sales staff and manufacturer's representatives, and for coordination and communication with FZI 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 FZI staff, or re-directing the inquires to the appropriate staff when necessary, and ensuring a response is provided to the inquirer on a timely basis;
- 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 FZI staff, and for retrieving orders and contracts from online sites as required (e.g., from EXOSTAR online order management system, from the DIBBS site);
- Coordinating with internal FZI 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.

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 & Outlook)
- 2 - 4 years experience in relevant occupation.
- Excellent English skills verbal and written.
- Ability to work with minimum supervision.
- U.S. Citizenship is mandatory.

Preferences

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

Work Environment

This job operates in a professional office environment, but in a manufacturing company. This role uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions. While performing the duties of this job, the employee is regularly required to sit for long periods of time, use hands to finger, handle or feel. The employee is frequently required to reach with hands and arms, talk or hear. The employee is occasionally required to stand, bend, reach, and walk. The position requires some light physical effort. This would require the ability to lift or move objects up to 10 pounds and occasionally lift or move objects up to 25 pounds. Specific vision abilities are required by this job which includes close vision, distance vision, color vision, and ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position with a minimum of 40 hours per week.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.