

Full-Time Non-Exempt Position  
U.S. Citizenship Required for this Position  
Req # 159

## **Sales Administrator**

### **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.
- U.S. citizenship is mandatory.

#### **Additional Desirable Experience:**

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

#### **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 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 for Raytheon, Boeing, and LMCO, from the DIBBS site for the Defense Logistics Agency, etc.);

- 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;
- Update and maintain Contract Review and Customer Survey Metrics
- Update and maintain CAV REPORT and be in weekly correspondence with CAV reporter to track and document DLA and NAVSUP inventory
- Run Query Tools in Visual to ensure correct product codes, warehouse ids, revenue totals and target costs are maintained on Projects and Sales Orders. Answer questions, address concerns and gather documentation for accounting in regards to these query tool reports.
- Assist in ordering office supplies and lunch room supplies
- Assist with tradeshow coordination and purchasing giveaways and literature
- Provide assistance to sales representatives with information regarding quotes, purchase orders
- Complete supplier representations, certifications and questionnaires
- Obtain and collect delivery performance data
- Creating packing lists for RMA units and Demo units that are shipping out of Visual.
- Create shipping labels using FedEx and UPS
- Assisting Accounting in obtaining new customer credit information, and collecting on delinquent invoices;
- Performing other duties as assigned by supervisor or management staff.

#### 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 calling Human Resources at (714) 933-4000.

FEI-Zyfer expressly prohibits discrimination based on any protected status, workplace harassment/bullying, and retaliation for filing a complaint or providing information related to a complaint. FEI-Zyfer, Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race/ethnicity, color, ancestry, religion, creed, sex/gender, gender identity/expression, sexual orientation, marital/parental status, pregnancy/childbirth or related conditions, national origin, age, disability, genetic information, veteran status, or any other protected status. EEO is the law; go to <https://www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf> to find out more.

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