

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 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 FEI-Zyfer staff member 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 and entering quotes for new sales opportunities.
- Updating and maintaining the quote log, and running reports on quote activity, including 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 the 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, compiling the results of surveys received in a spreadsheet, and preparing reports and graphs for review by management;
- Updating and maintaining Contract Review and Customer Survey Metrics;
- Updating and maintaining CAV Reports, including weekly correspondence with the CAV reporter to track and document DLA and NAVSUP inventory;
- Running database Query Tools in Visual to ensure that correct product codes, warehouse IDs, revenue totals and target costs are maintained on Projects and Sales Orders. Answering questions, addressing concerns and gathering documentation for Accounting with regard to these query tool reports;
- Assisting with the ordering, receipt, storage and distribution of office supplies and lunch room supplies;
- Assisting with Trade Show coordination, and with purchasing and acquisition of Trade Show promotional items, and sales literature;
- Providing assistance to sales representatives with information regarding quotes, purchase orders;
- Completing Customer Representations and Certifications requests and questionnaires;
- Obtaining, collecting and producing statistics and reports on product delivery performance data;
- Creating packing lists for RMA units and Demo units that are shipping out of Visual.
- Creating shipping labels for Federal Express, United Parcel Service (UPS) and other domestic and international Common Carriers;
- Assisting Accounting in obtaining new customer credit information, and collecting on delinquent invoices;
- Performing other duties as assigned by the 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 customers;
 - Prepare quotations and assist in the preparation of formal proposals;
 - Work closely with customers and assist in processing and handling Return Material Authorizations (RMA) incoming and outgoing systems, modules, and equipment;
 - Track sales orders through the manufacturing process.
- Detailed functional knowledge of Microsoft Office Suite 2016 or later (Word, Excel, Power Point and Outlook), and Adobe Acrobat (Portable Data Format (.pdf)) entry and editing.
- 2 - 4 years of experience in relevant occupation.
- Excellent English communication skills, both oral and written.
- Ability to work with minimum supervision.
- U.S. Citizenship is mandatory.
- High School Diploma required.

Additional Desirable Experience:

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

Hourly Range: \$25/hour to \$30/hour DOE

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
- Right to Work - 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 AAP for individuals with Disabilities and Protected Veterans can contact us by sending an email to HR@fei-zyfer.com or by calling Human Resources at (714) 933-4000.