Sales Assistant Job Description

Summary

Responsible for supporting sales staff by providing administrative, clerical, and customer support in a business to business (B2B) Sales environment. Follows up with customers, completes orders, and processes sales leads. As a team member, implements system automation tools for improved efficiency and customer responsiveness.

The successful candidate should have a strong detail orientation as well as organizational, interpersonal and written communication skills. The candidate should also be highly dependable and flexible in an environment of change.

Company background

Founded in 1966, this family owned company has survived and thrived through the industry changes, evolutions and disruptions experienced in the die-cutting equipment business over the decades. Starting as a die-cutting equipment provider to the leather goods industry located primarily in Los Angeles, CA the company now provides small operation, single operator equipment as well as fully automated equipment for large operations all over the Americas serving industries from credit card producers to automotive product producers and more. If a company has a cutting need, this company can solve it. Sourcing equipment from all over the world to best meet customers' needs, the company is known for and proud of providing cost-efficient and practical, high quality solutions for their clients and unparalleled product support with a personal touch.

Approaching its 50th anniversary and preparing to transition to the third generation of family ownership and operation, the company is committed to implementing and maintaining practical, efficient state-of-the-art business processes in order to provide the best in customer service and internal efficiency while growing the business into untapped markets. The successful candidate will have the opportunity to participate in implementing these state-of-the-art business systems and marketing practices while practicing their sales support skills in a small progressive family business.

Primary responsibilities

- Answer telephone calls and assist customers.
- Handle orders and other customer inquiries.
- Implement new systems for improving customer responsiveness & internal efficiencies
- Perform data entry when orders are initiated, changed and completed.
- Process sales data and progress reports.
- Direct sales leads to appropriate member of sales team.
- Answer customer questions about product, pricing and warranties.
- Respond to emails, phone calls, and other forms of correspondence.
- Coordinate factory with customer orders/ assure factory response matches customer requirements
- Maintain client CRM database.
- Make PowerPoint presentations for sales staff.
- Arrange customer meetings
- Coordinate travel arrangements.
- Handle billing issues.
- Ensure all client information is correct.
- Resolve promotional allowance, rebate, and pricing discrepancies by researching promotion details and regular and special prices.

Possible Future Growth Responsibilities

- Attend trade shows to promote products
- Organize events, conferences & make trade show arrangements
- Follow up on sales leads.
- Promote and sell products and services

For consideration, please submit your resume and any questions to: Dan McAllister at mcallister.dan.r@gmail.com