

Inside Sales

JOB DESCRIPTION:

Serves as the liaison person and performs general customer service, sales and marketing tasks to support the Sales Department. Supports sales of corporate products to business and industrial establishments or individuals over the telephone by performing the following duties in providing exemplary standards of Customer Service to Delight the Customer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Builds and maintains customer relationships.

Processes orders and answers customers calls and emails. Serves as a liaison and performs service, sales and marketing tasks to increase sales.

Sends Sales Order Acknowledgement to customers and alert customer of any changes that are made to PO.

Handles inbound sales calls, emails and pro-actively follows up on opportunities to potential and existing customer, distributors.

Makes changes to PO's per customer request for push/pull, add on, and cancellations.

Expedites customer orders as requested to ensure customer satisfaction.

Handles inbound sales requests from customers, distributors, and NKK representative's request for book pricing, availability of product, lead time, shipping and tracking information by phone, email, and/or fax.

Responds to customers, distributors, and representative's requests for special pricing and prepares formal quote.

Reviews customer issues and communicates with other department for resolution.

Begins MQA process and follows through with Technical Support until MQA is resolved.

Reviews and provides crosses information and assist with completing invalid part numbers to customers, distributors, and NKK representatives.

Coordinates sample request, spec sheets, 3D CAD drawings to qualified customers, representatives and distributors while maintaining information in a database.

Responds to technical questions and objectives and discusses application issues with customer, representatives and distributors.

Other duties may be assigned

SUPERVISORY RESPONSIBILITIES:

There are no supervisory responsibilities for this position.

Reports To: Inside Sales Manager

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Associate's degree (A. A.) or equivalent from two-year college or technical school; and at least two to three years related experience and/or training; or equivalent combination of education and experience in a manufacturing, industrial (electro-mechanical), electronics or technical environment. Experience using a CRM system and/or Epicor software.

Fluent in Microsoft Windows Tools and Accessories - Excel/Word/PowerPoint

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.



LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

To apply for this position, email Laurence G Sweeney (lsweeney@nkkswitches.com).