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Position: Int'l Inside Sales Assistant

Reports to: Int'l Sales Manager

Summary: The Int'l Inside Sales Assistant performs a variety of clerical and administrative activities to support our Inside Sales staff. The Inside Sales Assistant is responsible for ensuring the smooth flow of information and follow up for existing and prospective customers.

Duties and Responsibilities

Order Entry

- Enter all orders for sales rep which includes: purchase orders, production orders and transfers
- Review all orders entered against customer's PO to ensure accuracy
- Email order confirmation to customers
- Request order confirmation from vendors when buying material
- Upload End User Certificate, Export Questionnaires on P21 using Doc Link
- Expedite daily all orders that needs to be shipped one day prior to the expected shipping date
- Expedite all purchase orders and production orders twice a week.
 - ✓ Make note of any date changes on purchase order/production order, order and notify sales person
- Request production schedule for all project orders which consist of:
 - ✓ Casting due dates, machining dates, test/assembly dates & ship dates
 - ✓ All production schedules should be expedited weekly
- Communicate with Export Shipping Coordinator to assure all orders are being shipped on time
- File all closed/shipped orders at each sales rep's desk
- Ensure email address for customer placing the order is in the "contact ID". Obtain missing information from customer and update in the system

Sourcing

- Source material for sales rep with different vendors, assuring same day response:
 - ✓ Record the company contacted, phone number, contact name, price, and delivery
- Build a vendor's list data base

Return Authorizations (RMA's)

- Enter all return authorizations for sales rep.
- Email RMA acknowledgments to customer and provide copy to the warehouse.
- File all RMA's at sales rep's desk by expiration date listed on the RMA.
- Notify sales rep of expired RMA's and instruct warehouse to send cancellation notice.

Vendor Returns

- Enter all vendor returns for sales rep
- Provide copy of supplier's vendor return and RGA to the warehouse
- Attach vendor return to the back of RMA and assure is done in a timely manner

Miscellaneous

- Provide customer service when asked for cut sheets, shipping paperwork, tracking, etc.
- Offer additional assistance to sales rep when work load allows
- Maintain neat and organized work station

Knowledge, Skills and Abilities

- Energetic, self-starter with ability to adapt to change in a highly dynamic work environment
- Outstanding written and verbal communication, presentation and time management skills
- Microsoft Office proficiency
- Ability to maintain a high level of activity, manage multiple competing priorities, and work effectively in a results-driven culture
- Develop strong product/price knowledge as well as customer knowledge

Education and Qualifications

- High School Diploma
- Fluent in Spanish (speaking, writing and reading)