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**Position: Inside Sales Assistant**

**Reports to: Inside Sales Manager**

**Summary:** The 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 team which includes purchase orders, production orders and transfers
- Review all orders entered against customer's PO to ensure accuracy
- Return order to sales rep for review
- Email or fax order confirmation to customers
- File all orders at sales rep's desk by ship date or next expedite date (required date should reflect in the system)
- Expedite all orders to ship on the previous day (first thing every morning)
- Expedite all purchase orders and production orders (2) days prior to the scheduled ship date
  - ✓ 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
- **Notify customers of orders sitting in will call**
- File all closed/shipped orders at 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.**

#### **Return Authorizations (RMA's)**

- Enter all return authorizations for sales rep
- Return RMA to sales rep for review
- Email or fax 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

#### **Miscellaneous**

- Provide cut sheets, packing lists, tracking info, invoices, MTR's, weights & dimensions, etc. for your sales rep and /or customers.
- Offer additional assistance to sales rep when workload allows.
- Maintain neat and organized workstation.

### 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
- Some experience in an inside sales support role is a plus