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Position: Admin. Assistant (Inside Sales Dept.)

Reports to: Inside Sales Team Managers

Summary: The Administrative Assistant for the Inside Sales Department will perform a variety of administrative tasks. The primary function of this role is to assist the Inside Sales team by entering and expediting orders on a daily basis.

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
- Return order to sales rep for review
- Email or fax order confirmation to customers
- File all order 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 salesperson
- 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.

Quotes

- File all quotes for sales rep once a week.
- Source material for sales rep:
 - ✓ Record the company contacted, phone number, contact name, price, and delivery
 - ✓ Maintain sourced material notebook as back up to reference

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 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

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
- 2-3 years' experience in an inside sales support role
- Oil/gas industry experience is preferred