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Position: Inside Sales Assistant/Customer Service

Reports to: Branch 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. This role will also serve as the customer service representative handling all incoming calls.

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 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.

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 work load allows.
- Maintain neat and organized work station.
- Answer and distribute calls
- Handle incoming and outgoing mail

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
- 3 years' experience in an inside sales support role preferred