

SIMCONA

SOURCING, PROCUREMENT & LOGISTICS

275 Mount Read Blvd.
Rochester, NY 14611
Tel: 800-274-6266
www.simcona.com

TECHNOLOGY & COMMUNICATION SALES SPECIALIST

Position Charter: Technology & Communication Sales Specialist

Reports To: Inside Sales Manager

Purpose/Objective:

- Position directly supports all aspects of our Technology & Communication customers, specific to Electrical Contractors and bidding on Project opportunities. This Sales Specialists will be a hybrid role of Inside Sales Support along with Field Account Management.
- The Inside Role will be responsible for processing all quote & order inquiries, along with any quality concerns utilizing our ERP (As400) & CRM (Wintouch).
- The Field Account Manager position will result in traveling to customers, being the face-to-face point person for these customers and identifying additional opportunities that Simcona can support the customer on.
- The individual who maintains this roll will report directly into the Inside Sales Manager, while also reporting indirectly to our Technology & Communication Sales Manager.

Qualifications:

- Minimum Requirements: 2 Year Associates Degree and/or 2 years' experience in a related field. Highly proficient in Microsoft Word, Excel, Outlook.
- Candidate should have quick turn responses, the ability to multi-task and work on multiple quotes at once.
- Candidate should have strong organizational skills.

Responsibilities & Activities:

- Prompt response to customer requests.
- Knowledge of products and systems.
- Consistently update quotes, follow-up with customers on status.
- Identify and record any problems relating to the product, process, and quality system.
- Control further processing, delivery, or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.
- Estimates date of delivery to customer, based on knowledge of own firm's production and delivery schedules.
- Creates requisitions in Wintouch (Simcona CRM) to obtain factory information.
- Builds and maintains customer's relationships.
- Review monthly contract reports to evaluate stocking levels and adjust when necessary.
- Investigates and resolves customer problems with deliveries.
- Enter customer orders.
- Enter order changes, as necessary.
- Reviews expedite report on a daily basis and advise customer of any delivery issues.
- Expedite customer orders.

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- Interface with manufacturer's Reps, purchasing, and/or management on existing and pending business.
- Maintain cross-reference of customer part number vs. manufacturer part number.
- Initiate the issuance of credit to the customer for quantity/pricing errors.
- Review customer confirming orders and advise customer of any discrepancies.
- Interface with Accounting Department regarding credit issues.
- Obtain credit card authorization when necessary.
- Maintain customer drawings/prints and update customer cross reference file with current rev level.
- Request samples as required.
- Interface with Quality Control Department on shipping and/or receiving issues.
- Participate in vendor product training.
- Comply with company policies and procedures as designated by ISO 9001 standards.
- Follow up on open quotes over 30 days old and tracks updates by updating notes in the AS400.
- Makes outbound calls to potential and existing customers by telephone and e-mail to sell products and services.
- Emphasizes salable features, quotes prices, credit terms and prepares sales orders.
- Creates formal quotations for customer review and follow up on quotes to book business.
- Complete project-oriented bids (based off of customer RFQs along with any paid/free services).
- Complete all project-oriented bids via Excel spreadsheet, along with loading formal quote for traceability into ERP system.