

Sales Account Specialist (SAS)

Department: Sales

Reports To: Zach Hussion

Created Date: 8/3/22

Job Summary: The Sales Account Specialist supports the Field Account Managers and Director of Marketing & Inside Sales by generating quotes, inputting orders, and responding to client requests for expedites and order changes/issues. You will be expected to help generate additional revenue by building strong client relationships and identifying additional product & contract manufacturing opportunities.

Duties and Responsibilities:

- Work closely with the Field Account Managers regarding client needs.
- Build and strengthen client relationships to achieve long-term partnerships.
- Creates formal quotations for customer review and follow up on quotes to book business.
- Maintain accurate client records, keeping track of all quotes, orders, blanket releases, change orders, expedites, shipping, and refund/return requests.
- Develop a thorough understanding of our supplier's products to upsell and cross-sell.
- Develop a thorough understanding of our contract manufacturing services.
- Review open order reports to evaluate stocking levels and adjust when necessary.
- Review expedite report daily and advise customer of any delivery issues.
- Maintain cross-reference of customer part number vs. manufacturer part number.
- Maintain customer drawings/prints and update customer cross reference file with current rev.
- Participate in vendor product training.
- Makes outbound calls to potential and existing customers by telephone and e-mail to sell products and services.
- Comply with company policies and procedures as designated by ISO 9001 standards.
- Performs other duties as assigned.

Experience & Education Required: Associates Degree and two years related experience and/or combination of education and experience in a related discipline.

Knowledge & Skills Required: Highly proficient in Microsoft Word, Excel, Outlook. Strong written and verbal communication skills. Good attention to detail and organizational skills. Experience with Salesforce, Microsoft Dynamics, HubSpot (or any other CRM) and/or AS/400 is a plus!

Confidentiality: The Sales Account Specialist has access to confidential company information relating to vendor/customer relationships, products, organizational growth strategies and company strategic plans. A high degree of confidentiality is required.

Management Responsibility: The Sales Account Specialist is an individual contributor role that operates under the general direction of the Director of Marketing & Inside Sales within established policies and guidelines.

Work Environment: The majority of time is spent in an office environment sitting at a desk and operating a phone and personal computer. Ability to operate standard office equipment (phone, fax, computer, etc.) is required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the incumbent. Duties, responsibilities, and activity may change, or new ones may be assigned at any time with or without notice.

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position.

Employee

Date

For Office Use Only:

FLSA Status: Non-Exempt Exempt classification: _____

Job Code: _____ **EEO Code:** _____ **WC Code:** _____

Approved By: _____ **Date:** ____/____/____