

Sales Executive Assistance / Customer Service Rep

Description

Summary

This position's main role is to assist Sales Reps in performing certain clerical tasks to allow maximum sales and profitability. This position is responsible to manage routine and non-specific sales/work order processing of service work orders and parts sales. To inform and update sales reps on actions and customer concerns. Maintain CMS information and scheduling. This position is responsible for maintaining standard and requested sales reports. To follow up with concerns from the shop in relation to customer and shop needs such as information, quote acceptance, and issues. This person is a liaison between the Shop, Customers and the sales rep.

Essential Duties

- Processing sales and work orders. This includes ensuring accuracy, managing lead times, communication with appropriate persons, collecting purchase orders, passing information through the accounting system for invoicing.
- Provide Total support to shop and sales personnel to ensure customer satisfaction.
- Ability to understand shop and Sales and administrative processes in order to communicate and execute and temper the expectations of the customer with regard to the limitations and responsibility of DCPS.
- Identify workable solutions and options before problems arise.
- Other duties as assigned.
- Ensure marketing materials are sent out and available.
- Customer plans are being implemented and reported.
- Creating and establishing new customers within the appropriate systems, and all required information and paperwork is collected.
- Reporting for sales management key objectives and processes.
- Creating and executing appropriate reports to management, CFO and Business Development.
- Maintaining information in appropriate system necessary to maximize sales and customer satisfaction

Required Skills

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The required listed are representative of the knowledge and skill/ability required.

Minimum Qualifications

- NON SMOKER - or strictly enforced break policy
- Min 3 years account customer service experience in fast paced office environment
- Competent computer skills in WORD, EXCEL, POWER POINT, SOCIAL MEDIA, CRM/ERP Experience.
- Writing skills
- Comprehension in complex and abstract reporting needs and requirements as needed.
- High organizational skills

Preferred Qualifications

- College degree in sales/ marketing or related experience
- Experience in collections and sales and project planning.

Competencies

- Excellent Communication skills in addition to the ability to recognize changing market conditions appropriately to avoid the unnecessary loss of sale and provide complete customer satisfaction.
- The forte to handle sales inquiries of a non-routine nature, which in turn can present new business opportunities.
- The ability to communicate in a professional manner when dealing with internal and external customers.

Location

Salt Lake City, Utah, USA

Department/Supervision

Marketing / Sales

Sales Manager (primary) and CFO/Business Development (secondary)

Position

Full time/ Hourly