



JOB DESCRIPTION

POSITION: Sales Support
REPORTS TO: Sales Manager
DEPARTMENT: Sales
HOURS: 8:00 AM – 5:00 PM and as necessary
SALARY: Non-exempt

OVERALL JOB PURPOSE

This position is responsible for providing sales support and customer support to dedicated Sales Representatives. This position will primarily be to assist the Sales Representative in servicing customers. This includes managing the quality and consistency of product and service delivery to the customer by meeting the customers, getting to know them and understanding their needs. In addition, provide customers with product information; resolve product or service issues and taking phone calls, faxing, on-line and face to face orders.

ESSENTIAL FUNCTIONS

- Help direct the sale of company products and services to current and potential clients through quotes, email, forwarding promotions and via phone conversations.
- Take customer service calls, enter orders, help identify and resolve concerns, manage various customer accounts.
- Be the point of contact for sales representatives to assist and manage open orders, SOI, Unconfirmed Pick Tickets, Sales Returns, scanning customer purchase orders.
- Help coordinate logistics for Sales Reps schedule; including setting customer appointments as needed.
- Identify sales opportunities with price adjustments, scheduling customers and prospects for the purpose of introducing and demonstrating new/ better product line versus prospects current pricing/ products.
- Follow up on new leads and referrals resulting from field activities where needed.
- Attend Sales meetings and trainings to better understand products and Brady company initiatives.
- Coordinate with various departments within the company to accomplish the work required to satisfy the needs of the customer and ultimately close the sale.
- Identify opportunities to move deadstock to customers where possible.
- Participates in marketing events such as seminars, trade shows, and telemarketing events.

ESSENTIAL REQUIREMENTS

EDUCATION: H.S. diploma or equivalent required, some college preferred

EXPERIENCE: 1-2 years experience in customer service environment; warehouse/distribution environment helpful.

ABILITIES: Proficient in Microsoft Office (Word, Outlook, PowerPoint and advanced skills in Excel) required. Must possess excellent problem-solving abilities and be detail oriented. Strong communication skills, both written and verbal, are required. Strong customer service skills required. Must be able to work independently and handle multiple tasks in a fast-paced environment. Ability to exercise discretion and good judgment in decision making is essential. Must possess strong sense of accomplishment, initiative and tenacity. May be required to lift up to 25 lbs. Manual dexterity required.