

Full Job Description

JOB SUMMARY

The Sales Assistant is responsible for supporting Account Executive(s) in generating and maintaining sales relationships with current and potential customers. The Sales Assistant serves as a liaison to the Account Executive and API customers. Responsible for managing the processing life of customer orders from inception to delivery.

ESSENTIAL DUTIES

- Assists Account Executives with servicing existing customers and the acquisition of new customers.
- Process sales orders, returns and schedules deliveries.
- Maintains promotional database by inputting invoice and bill-back data.
- Develops and maintains a working database of customer information and workflow.
- Resolves order and inventory problems by investigating data and history; identifying alternate means for filling orders; notifying Account Executives and customers.
- Resolves promotional allowance, rebate, and pricing discrepancies by researching promotion details and regular and special prices, forwarding resolution to Account Executives.
- Provides product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions.
- Forwards samples by entering request; arranging shipment; notifying Account Executive.
- Updates job knowledge by participating in educational opportunities.
- Manage all customer calls related to order processing and customer service support.
- Assist Account Executives with maintaining adequate records of all accounts, leads, calls attempted, and conducts follow up with customers and leads on a timely basis to ensure complete satisfaction with the products/or items and up-service.
- Serves as an advisor to potential customers, educating them on API's line of products and services.
- Maintains all sales reporting activities and ensures product pricing/quoting is up to date and accurate.
- Performs any other duties as may be required.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Bachelor's preferred
- High School Diploma or GED equivalent plus relevant experience
- Minimum two (3) years' experience as a customer service representative.
- Any combination of education, training and experience that demonstrates the ability to perform the duties of the position.
- Must be able to communicate effectively in English, both written and oral, with customers, vendors, and employees.
- Excellent inter-personal skills.
- Must be proficient in using Microsoft Office Suite.

PREFERRED EDUCATION AND EXPERIENCE

- Prior customer service experience in a fulfillment capacity.
- A successful track record of providing bid opportunities identifying and capturing negotiated business.

Experience:

- Sales Support: 3 years (Required)

Education:

- Bachelor's (Preferred)

Work authorization:

- United States (Required)

Work Location:

- One location

Communication method(s) used:

- Email
- Phone
- In person

Benefits offered:

- Paid time off
- Health insurance
- Dental insurance
- Retirement benefits or accounts

Benefit Conditions:

- Waiting period may apply
- Only full-time employees eligible