

Job Title: Sales Service Specialist

General Description:

Provide internal support for the company's sales and marketing efforts.

Reporting Relationships:

This position reports directly to the CEO.

Responsibilities:

1. Serve as primary inside contact point and work in conjunction with the Algoma Mop staff to meet sales goals and resolve customer complaints or claims.
2. Develop working knowledge and competency with:
 - a. Customer base, their specific market trends and requirements.
 - b. Algoma Mops product lines, competitive status, and pricing strategies.
 - c. Quotation file maintenance and best methods of quotation follow up.
 - d. Advance order file maintenance, including confirming letter of intent or advanced orders in writing, follow-up on status of all advanced orders monthly, and providing the director of finance with a written report on a monthly basis.
 - e. Computer order status reporting system and information from the manufacturing floor especially regarding order changes and associated charges.
 - f. Sample order processing
 - g. Sales skills to proactively solicit new and current business through follow-up, cross-selling, and up-selling of product lines with assigned customer base.
3. Communicate and initiate information exchange as needed to:
 - a. Develop and maintain good working relationships with customer base.
 - b. Seek out and share market information with management and other department staff.
 - c. Negotiate order parameters with management when appropriate.
 - d. Alert director of finance on large orders from marginal accounts, or for credit approval.
 - e. Prepare and process credit authorizations for director of finance approval.
 - f. Keep customers apprised of order status, shipping information, backorders or shortages, etc.
 - g. Ensure proper order entry regarding materials, space reservation, shipping, and obtaining any missing information from customers.
4. Occasionally travel to maintain account relations or acquire new business. Submit brief but complete trip reports in a timely manner.

The skills needed for this position are:

Precise and accurate math skills, excellent verbal and written communication skills, well developed Microsoft Office Suite capabilities, database management competencies and phone etiquette. Customer Service experience and inside sales abilities necessary.