

Job Description

Position: Sales Support

Compensation: Salary plus benefits including medical coverage, 401K plan and paid vacation earned.
Compensation will be competitive based on candidate's skill and experience.

Reports To: Sales Support Manager

Job Summary: Sales Support Associate is a full-time position focused on supply chain functions leading to order fulfillment for the assigned accounts. In this position, he/she serves as back-end process champion for the assigned accounts. This position coordinates with the Sales Support Manager and various departments to execute order fulfillment in compliance with distributors requirements, as well as upholding company policies.

Primary Responsibilities, Duties and Functions (Including but not limited to the followings)

1. Performances

- Manage Domestic and international order processing for assigned accounts. Review pricing and product availability and communicate with customers accordingly.
- Handling Office Phone Calls and emails for customer inquiries on product price and availability.
- Manage return request and authorization for assigned accounts.
- Familiar with all outbound logistic and compliance requirements for assigned accounts.
- Familiar with NAVAC return policy and requirements.
- Monitor and follow through the outbound order process from A to Z including but not limited to, inventory verification, credit and account status, traffic coordination, shipping instructions and documentations.
- Create and maintain proper documentation for domestic and international orders including but not limited to, Packing Slips, Pro-Forma and Commercial Invoices.

2. Coordination

- Follow up with relevant parties in NAVAC in providing the response to the customer inquiries in a timely manner.
- Expedite credit approval to Credit Manager and work with credit manager to maintain credit line of assigned accounts.
- Work with Traffic/Import Department/Warehouse and on changes to routing guide/shipping instructions.
- Follow through shipment billing and invoicing with Billing Manager.
- Update distributors account profile and compliance requirements with Finance Department.
- Follow through each step of sales support service working procedure to fulfill sales orders.
- Work on other tasks in the office as needed.



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Qualifications:

- Good communication skills and working well with people.
- Associate or Community College degree is required. College degree is preferred.
- Familiar with MS Office Software, Excel and Word.
- Prior experience in ERP systems, order processing or customer service is a plus.