

Job Title: Sales Service Specialist
Department: Sales Service
Supervisor: Director of Marketing
FLSA: Non-Exempt **Job Status: Full-Time**

Job Duties & Responsibilities: Include the following, as well as other duties that may be assigned.

We're looking for a high-energy, high-performing member to join our team as a Sales Service Specialist. If you have great project management skills, are very organized, flexible, and adaptable to a quickly growing business, then this is the role for you. Capable of managing several projects, you must enjoy variety and demonstrate high levels of organization while prioritizing your workload to meet deadlines and key objectives. Excellent attention to detail and high level of accuracy are a must as is the ability to communicate effectively with all teams and departments.

In this multi-faceted, foundational role, you will work cross functionally, allowing for exposure across the business. This role is integral to delivering on our promise to our customers to provide "That's Exactly What I Wanted" experience.

What You Will Be Doing:

- Sales support:
 - Complete and respond to customer content requests including branding, images, content, shipping information, etc.
 - Assist sales managers with web/catalog reviews which includes proofing copy for accuracy, images, logos, and discontinued items.
 - Maintain pricing and product information in customer portals.
 - Create and maintain program documents based on sales team agreements.
 - Support rebate accrual process including reconciliation.
 - Review and distribute commissions and reports to reps monthly.
 - Report state and national contract sales.
- Pricing:
 - Set up promotional pricing
 - Assist with price checks
 - Assist with annual price changes
- Enter, Monitor & Review orders:
 - Set up new customers
 - Import EDI's
 - Enter manual customer's orders within 24 hrs of receipt
- Assist the Customer Service Team as needed:
 - Tracking Status
 - Credits
 - Replacement Orders
- Key Deliverables:
 - Weekly Automation Improvements

- Reduce order entry time
- Work company defined hours and extra hours if needed (regular and predictable attendance).
- Other duties as assigned.

Qualifications: Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience: Minimum College degree or equivalent. Computer literate with experience using Microsoft Office and must be able to type 45-50 wpm.

Knowledge and Competencies: The following key competencies represent qualities, traits, and behaviors that a successful employee will exhibit. This list is not exhaustive, as other qualities, traits and behaviors are desired:

- Excellent communication ability to follow through on requests for information and select appropriate responses; good listening skills, paying attention to others' communications to ensure understanding; seeking input and showing a genuine interest in others' opinions, facilitating, and sharing information within department and across departments.
- Positive/optimistic – Can do, make things happen attitude, excellent communication skills (both written and oral) and ability to follow through on requests for information and select appropriate responses (remain calm under pressure).
- Ability to be adaptable and change direction when the situation requires.
- Ability to listen and interpret the needs of internal and external customers. Resolve internal and external issues with sensitivity and cooperation.
- Team based focus (jumps in to help team to make sure customer needs are being met).
- Well organized and high attention to detail.
- Ability to use sound judgment and decision making when supervisor is not available.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Individuals may need to sit or stand as needed (this position is sedentary).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office environment. The performance of this position may occasionally require exposure to manufacturing areas where under certain areas require the use of personal protective equipment such as safety glasses and proper footwear.

I, the undersigned, have read and understand the duties and responsibilities of this position.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

This job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.