

Sales Support Specialist

Productivity Quality, Inc. is looking for a Sales Support Specialist to assist our capital sales team in both pre and post sales activities. This role supports and works collaboratively with our sales team by delivering on-time and on-budget products that meet the customer's needs along with our business financial goals. This role reports to the Director of Sales / President.

The Right Candidate has:

- The ability to think critically and autonomously solve problems
- Strong attention to detail and organizational skills
- Exceptional communication skills and can adapt their communication style based on the audience
- The ability to work collaboratively with the sales team by leading with interpersonal agility
- Must have the ability to meet required timelines
- Proficiency in Microsoft and Google Suites and is comfortable working in customer database systems.
- Understanding of profit and margin calculations
- Understands accounting terminology
- Some sales experience preferred

Pre-Sales:

- Assist sales staff with preparing customer quotes
- Set-up price matrixes
- Apply for vendor rebates, monitor approvals, and update discount/cost information accordingly
- Investigate and resolve invoice discrepancies by analyzing data and history
- Maintain customer sales data information
- Manage the expediting request process by working with suppliers
- Run reports as needed from ERP system for sales team
- Drive efficiencies with existing processes and systems
- Internal purchasing of capital equipment

Post-Sales:

- Support on time delivery by working with purchasing and suppliers
- Support the sales team by creating the customer sales order and vendor purchase orders

- Schedule the customer down payment invoice
- Provide training as necessary to Sales, Accounting, Service, and Shipping departments
- Monitor the progress of the Customer sales order and vendor purchase order to completion and final invoicing.
- Create customer and vendor returns as necessary

Why Productivity Quality, Inc.?

We firmly believe in forging lasting partnerships built on trust, transparency, and a shared commitment to success. Our tailored solutions are designed to empower organizations to achieve their quality control goals, streamline processes, and stay ahead in today's competitive landscape.

We value investing in our employees by not only providing strong benefit packages and competitive compensation, but also by prioritizing their development. Our employees can count on us to support them. We know quality, and it starts here - with our own team.

Please reply – TODAY – by sending your resume and salary requirements to the Productivity Quality Inc. Human Resources Department at HR@PQI.net