

INSIDE SALES/CUSTOMER SERVICE ASSOCIATE

Job Title: Inside Sales/Customer Service Associate

Department: Sales & Marketing

Reports To: Inside Sales/Customer Service Supervisor

Direct Reports: Not Applicable

I. Primary Responsibilities

- a. Advocate for Tedia’s customers; maintain a positive, pleasant, caring and helpful attitude with internal and external customers.
- b. Assist outside sales and maintain CS/IS Quoting and Referrals.
- c. Support/maintain customer external change notification preference and exceptions.
- d. Maintain formal distributor agreements.
- e. Record/distribute annual price lists and periodic global price changes.
- f. Request/record annual customer forecasts and base purchase material costs.
- g. Record rebate pricing and manage internal communication/planning for rebates.
- h. Perform data entry (SAP) for customer purchase orders (PO’s) and relevant information promptly, verify accuracy.
- i. Communication includes, but is not limited to:
 - Respond to initial customer request,
 - Advise of updates to orders or issues, confirm order revision, receive clarification, etc.,
 - Relay information provided from Production Meeting Team such as order delays and issues,
 - Follow up with customers and internal departments regarding purchase orders and
 - Create Customer Status Reports when applicable (work with Shipping, Planning and Production).
- j. Request activation of new item/part numbers.
- k. Process returns and credits – with proper approvals.
- l. Work with Finance Department to resolve disputed credit items.
- m. Maintain Business Partners in SAP.
- n. Log customer complaints in the CAR log.
- o. Other duties as assigned.

II. Education, Skills and Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability

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required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a. Education and/or experience – high school diploma. Associates degree, some college or equivalent experience is preferred.
- b. Sales skills & aptitude – must have extensive attention to detail, dedication to follow through on customer and company commitments, ability to understand, accommodate and anticipate Tedia ISO-controlled operational processes, and the ability to understand and work within Tedia pricing and costing systems.
- c. Time management – must be able to manage time to handle the multiple tasks that are required to coordinate the activities associated with company’s and customers’ requirements.
- d. Organization – must have good organizational skills.
- e. Computer skills – must have working knowledge or be quickly teachable to work with our SAP system, MS.Net, MS Word, MS Excel, MS Outlook and MS PowerPoint.
- f. Day to Day direction – must be able to accomplish tasks with minimal direction; must be a self-starter and have the ability to work independently.
- g. Working with others – must have a personality that works well with others at all levels of the company. An individual in this position must be able to influence others, and bring focus to accomplishing tasks in a timely manner, who this position does not have direct authority.
- h. Communication – must have strong oral and written communication skills.
- i. Numbers orientation to understand pricing strategies.

III. 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 these essential functions.

- a. Able to sit for long periods.
- b. Occasional airplane and/or car travel (< 5%) to attend meetings and trade shows.
- c. Able to operate computer, phone, copier.
- d. Able to walk up and down stairs to reach office space.

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