

Percival Scientific

Sales Support Specialist Job Description

Interface with customers, as directed by the Sales Manager to coordinate essential services, including, but not limited to:

- Development of product pricing and preparation of customer quotes. Assist Sales Manager, manufacturer's representatives, distributors, and potential customers; provide detailed product and application information.
- Supporting aspects of order entry which include finalization of specifications, determination of production requirements, selection of production methods, interfacing with production for scheduling, order data entry, order tracking and expediting and problem resolution.
- Resolve customer inquiries by investigating problems; developing solutions; offering prompt resolutions; making recommendations to Sales Manager
- Contact clients on a regular basis to maintain good relationships. After sale/delivery contact with customers. Outbound customer inquiries.
- Keep Sales Manager informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Attract potential customers by answering product and application questions. Assist with lead follow-up as necessary. Maintain regular contact with prospects.
- Minimal travel to customers or trade shows/conventions may be required.
- Other duties as assigned

Successful candidate will have:

- Bachelor's degree (B. A.) from four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience preferred but not required.
- Attention to detail, organization and problem solving are essential.
- Must have excellent time management skills.
- Must be able to prioritize workload to meet all service level expectations, and manage multiple projects simultaneously.
- Must be able to communicate effectively to the customer.

- Must be computer proficient and experienced in the Microsoft Office suite of software. Strong Excel, Word and Power Point skills a must.

Skills/Qualifications:

- Customer Service, Communication Skills, Quality Focus, Problem Solving, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Organization Skills.
- Excellent phone skills. Positive attitude - enjoys customer interaction.
- Excellent computer skills including Customer Relationship Management software (CRM), Microsoft Office including Word, Excel, Outlook and PowerPoint.