

Würth Electronics Midcom Inc.

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Midcom**TITLE OF POSITION: Sales Support****DEPARTMENT: Sales****REPORTS TO: Inside Sales Manager**

JOB PURPOSE:

To provide a good first impression of our Company on the phone and in person and support and grow with our local and international Inside Sales team. This position is critical in allowing our company to provide “more than you expect” service to our customers.

JOB DUTIES (Essential):

1. Enter purchase order cost updates and stock adjustments (monthly and quarterly)
2. Process Open Order reports
3. Check Jeopardy Reports to determine why orders may not or did not ship on time
4. Download forecasts and reports from Key Customers and review performance criteria
5. Verify stock availability, ship dates, review quantities, and enter part numbers according to quarterly awards for Key Customers
6. Answer calls in two rings or less in a professional and pleasant manner. Screen calls when appropriate to direct them to the correct individuals
7. Greet visitors and employees and direct them to appropriate personnel
8. Sort incoming mail for the facility
9. Responsible for all of the phone system programming. Coordinate adds, moves and changes associated with the phone system
10. Responsible for routing incoming faxes and sales internet requests
11. Take notes at monthly Inside Sales meetings
12. Various tasks as required to support the Inside Sales Department

EDUCATION AND EXPERIENCE:

- An associate’s degree in business, marketing or scientific discipline or high school diploma and equivalent work experience. A Bachelors degree is preferred
- Experience in using Microsoft Office products, particularly Excel
- Good communications skills and attention to detail are a must