

Location for this position:

Rowmark
5409 Hamlet Dr.
Findlay, Ohio 45840
www.rowmarkllc.com

Job Title: Sales Administrator

Reports To: VP of Sales & Marketing

Primary Purpose: The Sales administrator is responsible for the efficient and accurate handling of the sales order process to improve the productivity of field sales representatives by dealing with customer queries and fielding calls.

Expected Attributes of Employees:

- Positive attitude with a high level of accountability, personal drive, ambition, integrity
- Competent in communicating directly and effectively throughout the organization, customers and sales team members
- High level of multi-tasking skills, with a strong attention to details
- Passion for continuous improvement in all aspects of the position and a personal drive toward positive results
- Demonstrated strong oral and written communication skills
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

Qualifications:

- Associate's Degree or higher is preferred, but not required
- At least four years of sales support/customer service work experience working primarily on the telephone
- Proficiency with Word, Excel, and Outlook. Ability to learn customized software and products quickly. Experience with Hub Spot a plus.
- Excellent customer service skills using the telephone and email with courteous and customer-oriented etiquette. Demonstrated ability to build positive relationships with diverse types of potential or current customers
- Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere
- Fluent in Spanish a plus

Primary Duties & Responsibilities:

- Process sale orders that reach the company by telephone, letter, e-mail or website.
- Process orders generated by sales representatives or telesales staff. Check the order to ensure that customers/sales staff have entered correct details, such as prices, discounts or product numbers. Contact customers to resolve any queries or obtain any information that is missing, such as related accessories for proper start-up.
- Communicate delivery, training or other required schedules to the customer.
- Ensure accurate and efficient order entry. Communicate effectively with customer on issues or potential issues with orders. Process and follow up on backorders, making sure customers are satisfied and alerted to any remaining issues.

- Manage transactional relationship with leasing companies or in-house financing/credit.
- Coordinate with purchasing on equipment stock levels, changes in demand or promotions that impact stock.
- Answer customer questions within designated time frames. Coordinate and communicate relevant customer information throughout Johnson Plastics' departments, as needed.
- Maintain customer sales records. Create records for new customers, including contact details and the name of the representative managing the account. They update the records with details of orders and invoices.
- Provide support for sales representatives when they are away from the office. Take calls or e-mails from customers and alert representatives to any urgent issues. Address routine requests from customers, such as requests for price quotes or delivery dates. Pass any technical queries from sales representatives or customers to the appropriate service departments.
- Maintain records of sales and compare them with budgeted targets to help sales managers and representatives monitor their progress.
- Track competitive information as it is learned or observed. Communicate it appropriately with the Marketing Department.
- Complete written and verbal reports as requested.
- Attend meetings and fill in for co-workers, as needed.
- Travel as necessary for the position. (Customer visits, tradeshow, product training, educational seminars, etc.)
- Complete all other projects and tasks assigned by supervisor.

At Rowmark and Johnson Plastics Plus, we are passionate about making our customers look great!

Rowmark proudly manufactures, markets and distributes of a wide array of innovative and quality products for our customers primarily in the awards, recognition and signage markets.

Founded in 1997, our company has developed into the leader in the markets we serve. Our state-of-the-art manufacturing, warehousing and distribution systems continue to be keys to our success.

As part of the Rowmark family of companies, Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. JPP strives to provide world class products and service to our customers every day with eight distribution points throughout the United States.

Rowmark is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration. We are looking forward to meeting you!

Please send resume and salary requirements to: kwinner@rowmark.com