

Job Description

Title:	Quoting & Sales Support Specialist
Company:	Tri-Phase Automation is a hi-tech automation distributor that works with manufacturing companies in Wisconsin and Northern Illinois. We are unique because we provide innovative solutions with the largest breadth of products and services in the Midwest. With over 25 years of service, our customers rely on us to be an extension of their staff by reducing risk, reducing costs and providing a variety of value added services based on our customers' requirements.
Location:	Tri-Phase Automation Headquarters – 1251 East Wisconsin Avenue, Pewaukee, WI
Compensation structure:	Expected range \$33 to \$37K. Salary will be commensurate with experience
Benefits:	401k(w/company matching), Health/Vision/Dental/LTD insurance, Vacation/Sick available to full time employees
Full/Part Time:	Full Time

General Description: Candidates will be responsible for supporting inside sales activities, such as: quoting, pricing verification, vendor support, data management, customer support, margin reviews and overall support of the outside sales staff. Key role of the inside sales department is to ensure the accuracy of quotes/customer support and the improvement of profitability. Candidates will be called upon to make independent decisions and use discretion when dealing with customers and quote development and margin evaluations.

Duties and Responsibilities:

- Assist Customers/Group Engineers/Account Managers in specification of automation components, with follow-up on order acknowledgements, status and evaluations
- Uncover sales opportunities from customer call-ins, information gathering and referring to Account Managers
- Become proficient in ERP (Enterprise Resource Planning) system, which consist of, but, not limited to: setting up new accounts, updating and maintaining customer databases with updated information, part maintenance, and manage/enter/maintain contracts, special pricing agreements and pricing records
- Primary responsibility will be managing the quoting process by ensuring:
 - Customers receive quotes within company standards
 - Purchase orders are processed timely with accurate pricing, part disposition and lead times
 - Renewed orders cost and pricing are accurate
- Work with vendors on lead times, product alternatives, pricing, and develop a comprehensive knowledge of the part numbering systems
- Communicate effectively with operations on order status
- Other duties as assigned

Qualifications: A person applying for this position should have the following capabilities/experience:

- Good analytical skills and the ability to understand basic calculation formulas in Excel
- Previous experience in Customer Service
- Attention to detail, good work habits, follow through, and the ability to work with others in a collaborative environment
- Ability to maintain a consistent work schedule

The following qualifications will be preferred

- Prior experience in a related area or industry would be a plus
- Previous knowledge of automation components and/or ERP software a plus
- At least 3 professional references preferred
- Continued education a plus

Send resumes to: kelly@tri-phase.com