



1520 Ardmore Ave.  
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**Position: Inside Sales Assistant**

**Reports to: Office Manager**

**Summary:** The Inside Sales Assistant handles all order entry, and a variety of clerical tasks to provide support to our Inside Sales staff. Duties may include fielding telephone calls, receiving/directing visitors, and filing. Software skills are required, as well as strong communication skills.

### **Duties and Responsibilities**

- ❖ Set cookies first thing every morning to allow pick tickets to print.
- ❖ In charge of all filing, how it's set up/done.
  - Scan all completed/shipped pick tickets into the system in a timely manner.
  - File all closed/shipped orders in a timely manner.
  - Make sure all filing cabinets are in order and organized.
- ❖ Assist Branch Manager and Inside Sales staff with document requests such as cut sheets, packing lists, tracking info, invoices, MTR's, weights & dimensions, etc.
- ❖ Answer any questions and/or find missing documents/information requested by salesperson/customer in a timely manner.
- ❖ Order Entry
  - Enter all orders for inside sales, which includes creating special purchase orders, production orders and transfers.
  - Double check/review all orders entered against customer's PO to ensure correctness.
  - Email order confirmation to customer(s), and cc the salesperson.
  - Expedite all orders that were scheduled to ship on the previous day (this should be done first thing every morning).
  - Expedite all special purchase orders and production orders in a timely manner.
    - Make note of any date changes on special purchase order/production order/backorders and notify the salesperson/customer.
    - Update the special purchase order in the system.
- ❖ Return Authorizations (RMAs)
  - Enter all return authorizations for our branch.
  - Email RMA acknowledgments to customer.
  - File all RMAs under the expiration date listed on the RMA & follow up accordingly.

### **Knowledge, Skills, and Abilities**

- Able to work in a fast-paced, self-directed environment.
- Able to adapt to changes in jobs, duties, and company initiatives.
- Able to maintain good relationships with customers and co-workers.
- Excellent verbal and written communication skills.
- Excellent telephone personality skills.
- Proficient level computer skills, including Outlook.
- Great organizational and time management skills.
- Demonstrates a strong ability to cooperate, a positive behavior, and a commitment to the overall success of the company.
- Performs job duties in a way that achieves a high level of quality, productivity, and service.
- Willing to dedicate the appropriate amount of time and energy to assignments/tasks to ensure that no aspect of the work is neglected.
- Works diligently to overcome obstacles and complete tasks or assignments.
- Willing to go the “extra mile” and do what it takes to get the job done correctly and efficiently.

### **Education and Qualifications**

- High School Diploma or GED
- 2+ years of experience in a sales office environment