



SALES SUPPORT SPECIALIST

Department: Sales Support	Reports To: Purchasing Manager
Location: Lakeland	Revised: October 2024

JOB SUMMARY:

This position exemplifies our identity as a sales company and our commitment to customer service. The individual in this role must be capable of overseeing numerous sales activities and be a part of the sales support team. This position requires a proactive personality while serving the needs of our sales team and adhering to the policies and procedures outlined in our Quality Assurance Manual.

ESSENTIAL FUNCTIONS:

- Serve customers by quoting and entering orders for parts, replacement pumps, and small pump packages to municipal, industrial, and OEM accounts.
- Support sales through order status monitoring, scheduling assistance, shipping assistance, and communicating such to Sales and the customer.
- Sales order and production order entry for various order types.
- Assist with counter sales as needed.
- Maintain open sales order files in compliance with the Quality Assurance Manual.
- Expedite customer orders including direct communication with suppliers and customers.
- Possess a sense of urgency to aid Sales in getting required information and equipment to the customer including coordinating with the Warehouse.
- Be a Go-To person for the entire sales force.
- Help maintain electronic pricing and literature files.
- Generate and log quotations.
- General administrative work (type correspondence, maintain order and electronic files in an appropriate and chronological order, etc.).
- Assist with preparation of bid documents.
- Serve as backup to Order Entry.
- Perform as a Barney's Pumps team member.

TRAVEL:

- Minimal – possible daytrips to customer sites

EDUCATION:

- High School Diploma or Equivalent

WORK EXPERIENCE:

- Administrative experience required
- Previous sales support / inside sales experience preferred
- Previous pump / pump parts experience encouraged



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LICENSES AND CERTIFICATIONS:

- Must maintain valid driver's license and insurability to operate a company vehicle

SKILLS AND ABILITIES:

- Ability to communicate effectively
- Excellent verbal and written communication skills
- Ability to organize and prioritize
- Microsoft Office products (Word, Excel, Outlook, etc.)