

Sales Support Job Description

Wesgarde Components Group, a Top 50 National Electronics Distributor has an immediate full time opening for a **Sales support** position for our Simi Valley, CA location

Job description:

- Ability to create positive working relationships with customers, peers and other departments
- Proactively communicate with inside and outside sales reps to ensure customer needs are met
- Respond to questions (externally and internally) in an accurate and timely manner
- Provide troubleshooting assistance for customer inquiries, account statuses and relevant sales requests.
- Review pending orders and specific customers' requests to ensure excellent customer service and customer experience.
- The ability to work in a team environment, prioritize work assignments and act independently to resolve potential conflicts
- Perform routine account related transactions, such as release of back ordered product, account and database maintenance.
- Uphold highest level of customer service including thorough understanding of procedures and processes.
- Communicate to sales personnel with information related to new customers and/or large orders in their respective territories.
- Processing Quotes
- Expediting Sales Orders-Calling our vendors to gather this info
- Answering incoming phone calls
- Maintaining various databases and Microsoft spread sheets; running reports
- Processing sales leads, literature and sample requests
- Low volume shipping and receiving
- Various other administrative/clerical duties

Requirements:

- 1-2 years of related customer service experience
- Microsoft Office Proficiency
- Intermediate Excel Skills (Macros/Pivot tables/VLOOKUP)
- Excellent phone skills
- Superior organization skills
- Attention to detail

A career path with one of the leading distributors in North America who has successfully offered solutions to our customers, in the industrial, transportation, agriculture, food equipment, energy, government, and medical industries for over 40 years.

We offer a variety of plans and coverage including health and welfare, retirement, paid time off, and voluntary benefits as well as resources to help you make cost-effective decisions for you and your family.

- EOE Minorities/Women/Protected Veterans/Disabled
- Drug-Free Workplace
- Background Check Required
- Participant of E-Verify

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Job Type: Full-time

Salary: \$16.00 /hour