

Job Description

Title:	Business Services Specialist	Effective Date:	July 2021
Department:	Business Services	FLSA Status:	Non-Exempt
Reports To:	Business Development Director	Direct Reports:	None
Pay:	\$20-23/hr.		

Summary:

Under minimal supervision, the Business Services Specialist position will be responsible for administering the quotation and purchasing processes, processes routine customer orders and assists with unusual internal/external customer inquiries, concerns, and/or complaints. This position maintains a close working relationship with Engineering, Sales and Distribution to ensure all sales territory account functions are properly executed and that the needs of the company are met.

Job Duties and Responsibilities:

1. Prepares and processes customer quotes to the appropriate Sales team member or Customers;
2. Monitors the status of each quote throughout the entire process. Ensures each quote is processed promptly and properly executed. Assists in problem resolution;
3. Processes quotes from vendors based on approved discount/ multiplier;
4. Receives and answers routine customer questions, comments, and concerns in a professional and courteous manner;
5. Establishes new accounts via telephone, email or correspondence with the Sales team;
6. Works with the Engineering department to ensure project requests are fulfilled and forwarded to customer for review and approval;
7. Prepares documentation containing customer specifications for Engineering, Accounting, and Quality;
8. Performs CRM entries as needed and monitors entries made by Sales team members;
9. Performs activities to monitor and maintain inventory control of raw materials, warehouse/office supplies;
10. Coordinates and communicates inventory level, shipment arrival, and product return information with internal staff and customers;
11. Processes orders for raw materials and/or miscellaneous supplies in a timely and efficient manner. Resolves problems with suppliers.

Job Qualifications:

Experience

1. Bachelor's degree, required;
2. At least one-year business services, customer service or purchasing experience, required;
3. Previous linear motion control or manufacturing industry experience, preferred;

Knowledge, Skills, and Abilities

1. Excellent Microsoft Office (including Word, Excel, PowerPoint) and CRM skills;
2. Excellent knowledge and recent use of metrics;
3. Excellent written and verbal communication skills;
4. Project Management skills with meticulous attention to detail;
5. Excellent organization skills including the ability to properly prioritize activities;
6. Strong math and problem-solving skills.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Please apply directly at:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=0ac56998-92cb-49ec-89b4-fdf61e106dfe&cclid=19000101_000001&type=JS&lang=en_US

Or email: a.augustyn@hiwin.us