

Customer Service/Sales Support | 32K – 35K per annum

Stag Enterprise, Inc. is a leading privately owned, small, veteran, woman-owned ISO 9001-2008 and AS9120 certified business servicing the commercial, industrial, aerospace and government markets. Since opening our doors in 1993, we've been committed to meeting the industrial needs of our customers through providing the latest technologies and products from quality manufacturers such as 3M. We pride ourselves on providing professional, expeditious service and innovative solutions.

We are currently seeking a Sales Support / CSR to assist Stag Enterprise, Inc. progress in sales of industrial products. In this role at Stag Enterprise, Inc., you will be supporting the sales team as well as represent a myriad of innovative products and services that help companies improve their businesses locally and across the globe.

You will be responsible for:

- Processing orders through the ERP system
- Handle customer service calls as needed
- Accurate & timely response to customer inquiries and requests
- Effectively support sales staff through purchase and order tracking
- Communicate on a regular basis with sales, operations and executive departments as well as customers, and vendors
- Set and meet all turnaround expectations for transactions
- Audit all orders and documentation to ensure profitability and accuracy
- Maintain a current level of product, program and policy knowledge
- Support sales team with requested information, pricing, lead times, etc.
- Negotiate credit terms and freight terms
- Understand and achieve inventory targets and objectives
- Source and solicit multiple vendors for sales staff
- Understand customer processes and assist them with their needs
- Understand distributor business strategy
- Develop strong relationships and influence vendor representatives and customer accounts

Successful candidates will meet or exceed in the following requirements:

- Experience servicing customers in the industrial market
- Familiarity with industrial products
- Strong oral and written skills
- Thrives in a fast paced environment
- Excellent computer skills
- Outstanding preparation and organizational skills with attention to detail
- Works effectively in a team environment
- Creative problem solving
- Takes active role in self development
- Ability to effectively interact with personnel at all organization levels
- Demonstrated independent management of day-to-day activities
- Ability to learn, retain and apply new information
- Skillful in the operation of computer equipment and related document, spreadsheet, graphic and other software applications
- Demonstrated competence in administrative skills, including information analysis and the application of company & departmental procedures
- EXPERIENCE WITH AEROSPACE CUSTOMERS AND KNOWLEDGE OF AEROSPACE COMMODITIES A PLUS!

Rewards:

At Stag Enterprise, Inc., we offer market competitive compensation, long term incentives and comprehensive benefits. Salary and benefits are based upon experience. Benefits include: vision, and dental insurance, and partially paid healthcare. Salary is based upon experience.

Please send your resume to Tanny Davidson at tanny@stagenterprise.com if interested in this position.