



## Open Position – Sales Administrative Support Specialist

<b>Location</b>	Roswell, GA 30076
<b>Status</b>	Full Time, Employee
<b>Travel</b>	None
<b>Salary</b>	Based on Experience
<b>Contact</b>	Hope Industrial Systems, Inc.

### Position Overview

Hope Industrial Systems (H.I.S.) is a rapidly growing company that provides industrial flat panel monitors and touchscreens for industrial applications. A high-growth company in business since 2000, H.I.S. sells thousands of monitors every year to customers like General Mills, Frito Lay, Johnson & Johnson, and Toyota. We are seeking a detail-oriented, highly efficiency individual with a positive attitude to come alongside us in serving our Sales and Customer Service teams (and customers). This individual will be a self-starter, motivated, fast learner, and have professional written and verbal communication skills.

Under supervision of the Sales Team Leads, Sales Administrative Support Specialist is responsible for internal efficiencies and processes that support the Sales and Customer Service teams, including – but not limited to – customer requests for sales-related documentation, forms, accounting inquiries, delegating quote requests, order processing and follow-ups, and internal database updates. Also, he/she coordinates with other departments on behalf of customers and Sales teams, including Shipping, Accounting, and Order Services.

### Responsibilities

- Knows all of the Company's internal procedures and software relating to Order Processing, Invoicing, and Deliveries (both domestically and internationally)
- Works as a team member on new ways to improve sales and customer service procedures, work flow, and communication
- Maintains and updates customer records with high degree of consistency and accuracy
- Professionally and courteously handles incoming customer emails and occasional phone calls, delegating to appropriate departments as needed

- Composes, types, and distributes professional correspondence to customers on behalf of Sales and Accounting Departments to resolve outstanding issues efficiently
- Coordinates travel arrangements for Sales team to domestic and international trade shows
- Assists with special projects as assigned
- Performs other duties as assigned by sales representatives or management
- Upholds and exhibits impeccable integrity in all interaction with both internal and external customers
- Adapts to changes in the work environment; manages competing time demands

## Requirements

- Four year college degree or equivalent work experience
- Extremely organized AND detail oriented; ability to manage different tasks simultaneously
- Quick learner and self-starter
- Written and verbal communication skills for clear interactions with customers and Inside Sales Representatives
- Knowledge of computers: Windows, Word, PowerPoint, Excel, and Outlook are a must; ACT! and SAP Business One a plus
- Data entry skills that reflect attention to detail and accuracy
- Fluency in other languages a plus

## Benefits

- Competitive pay based upon experience
- Medical, Dental, Vision, Life, and Disability Insurance Package
- 401(k) plan with automatic 3% employer contribution
- Flexible spending plan
- Paid vacation and holidays
- Monday to Friday work week
- Excellent work environment