AVTRON AEROSPACE
7900 East Pleasant Valley Road • Cleveland, Ohio 44131 • p: 216.750.5152 • www.avtronaero.com

JOB DESCRIPTION

POSITION: Inbound Sales Support Coordinator

AUTHORIZED BY: N. Novotny **DATE:** 10/19/16

PRIMARY FUNCTION:

This position will be directly responsible for the selling of designated aftermarket products. Will assist in all aspects of Inside Sales support process as required.

Responsibilities:

- Provide input regarding inside sales strategies and marketing materials (based on everday experience with target customer base). Identify continuous improvement opportunities for the sales process.
- Work with management to determine inside sales plan and forecast. Execute sales process according to plan. Support inbound marketing efforts.
- Assist Aftermarket division in achieving target sales goals for aftermarket products. This includes target time-to-quote, profitability, revenue, and quote conversion rate metrics.
- Provide responsive support to maximize customer satisfaction.
- Support proactive aftermarket services and processes including PRS, CMM, Asset DB, RMO's, etc…
- Respond to customer request for quotations (aftermarket parts and services) by estimating cost, establishing sell price, and producing proposals. Enter Purchase Orders into CRM, retrieve PO's.
- All other duties as assigned. This may include answering phones, greeting guests, and managing office supplies.

Education/Experience:

- Associates degree required. Bachelor's degree preferred (business); or equivalent experience
- 1-3 years of work experience in a sales department for a B2B company
- Preference given to candidates with aftermarket sales experience or technical sales experience (especially using Salesforce)

Other:

- Computer proficient with Microsoft Office and strong proficiency with Excel
- Good understanding of sales tactics and high level of responsiveness
- Good business acumen with excellent written and verbal communications skills (high degree of professionalism)
- Self-motivated, confident, energetic, and creative
- Excellent communication and interpersonal skills (verbal and written)
- Must be able to multi-task and prioritize assignments quickly
- Must be detail-oriented with excellent planning and organizing skills
- Must be flexible and work well with others in a fast-paced team environment

The above details describe the principle duties of an employee in this position, but are not to be construed as setting forth all the specific duties inherent in this job. Any employee is expected to perform other related duties when requested by their supervisor.

An employee is expected to observe and follow at all times the stated policies and operating procedures of the Company and to observe and follow all rules and practices of safety.

EOE – Equal Opportunity Employer. People of color, women, veterans and individuals with disabilities are encouraged to apply. (Compliant with the new VEVRAA and Section 503 rules)