



Job Title:	Sales Support Specialist		
Level/Salary Range:	\$15 - \$20 Per Hour	Position Type:	Part Time – 30 Hours Per Week
HR Contact:	Becky Weiss	Date posted:	11/5/09
Applications Accepted By:			
E-mail: becky@vipschools.com		Mail: Director of Human Resources V.i.P.S. 850 Twixt Town Road NE Cedar Rapids, IA 52402	
Job Description			
<p>Job Purpose: Serves customers by providing product and service information; resolving product and service problems.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Enhances sales department organization and reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to projects. • Maintains vendor records by updating account information. • Maintains and reports to sales representatives status of orders. • Prepares product quotes for sales representatives. • Order management which includes entering orders, receiving order acknowledgments, following up with shipment status and receipt of shipment. • Customer management including initiating a thank you customers at receipt of order, keeping customer updated on order status and following up on satisfaction of product and service after the delivery of the product(s). • Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. • Contributes to team effort by accomplishing related results as needed. <p>Skills/Qualifications:</p> <ul style="list-style-type: none"> • Excellent Computer Skills, Quality Focus, Problem Solving, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information, Multi-tasking, Prospecting Skills, Foster Teamwork, People Skills, Initiative, Emphasizing Customer Satisfaction Excellence 			



Sales Support Specialist

We currently have a position available in our Sales Support department. The selected individual will be responsible for direct Sales Representative and customer support in the form of key account order management, reporting, sample and consignment order processing.

This individual will work with a small, highly cross-functional team to ensure a high level of service to key customers and to provide a regional territory of Sales Reps with outstanding internal support.

To be successful in the position, you must be organized and able to prioritize your work load; possess strong interpersonal skills, the ability to problem solve, and be an independent thinker while functioning as part of a team. The qualified candidate will have at least two years of customer service experience, strong computer skills including the Microsoft Office package are a must.

Qualified, local candidates should apply by emailing your resume/salary history attached as a WORD document to becky@vipschools.com and type your name (last name, first name) AND Job Code: SSS in the subject line of the e-mail. Please, no phone calls.