



Samlex America, Inc was incorporated in 1991. Built on a foundation of respect, customer service and quality products, we now serve over 90 countries worldwide. While responding to the market's next generation power conversion needs, we stay true to our roots by maintaining our commitment to relationships with customers and colleagues. As a manufacturer of quality power conversion products, we provide the versatility to convert the available power to the power that is needed for industries such as Communications, Alternative Energy, Electronics, Fleet, Marine and RV.

As a Sales Coordinator you thrive in an environment where your attention to detail and organization skills make the lives of the sales team easier. Your outgoing nature makes you a natural on the phone, while your honed listening skills create the foundation for providing outstanding customer service. When people describe you, problem solver is a repeated description. Your conceptual ability allows you to comprehend all levels of inquiries and solve the problem with the help of Engineering, Logistics and Administration. You are an expert in communications both verbally and written. You always look to improve processes. Although you are independent you enjoy working within a team environment working towards a common goal.

Areas of Responsibility:

- Actively supports the customer service desk activity, answers sales phone inquiries, provides pricing, availability and delivery options
- Owns the RMA process and coordinates the process through Engineering, Admin, and Logistics
- Processes and manages sales CRM activities
- Store and sort financial and non-financial data in electronic form and present reports
- Assist in the preparation and organizing of promotional material or events in coordination with the Marketing team
- Prepare and proof read correspondences, communications, presentations and other documents
- Trade show support
- Coordinates with Logistics for the calculation of domestic shipping quotations
- Coordinates with Operations to ensure the effectiveness of order processing
- Research Competitive and Market data
- Provides back up support to Reception
- Monitors the Online Pricing Policy
- Maintains a program of self-improvement within the context of the role by reviewing product publications, attending product training seminars and educational workshops
- Provide confidential support to the Sales Manager

Requirements:

- Min 1 Year of administration experience in a sales environment
- Strong customer service orientation combined with the ability to form long-term business relationships
- Exceptional communications skills and ability to formulate insights, opinions and solutions



- A “can-do” attitude with a willingness to pitch in where needed, take prompt action and monitor follow up
- High level of technical aptitude
- High attention to detail, excellent organization skills, strong analytical ability
- Excellent interpersonal skills and the ability to maintain a high standard of professionalism at all times
- Can easily adapt to changing working environments and priorities, ability to multi-task
- Willingness to work a flexible schedule with potential intermittent travel
- Able to work independently and take initiative while at the same time being an effective team player within a cross-functional organization
- Advanced skills in Microsoft Office and Google tools

To Apply: Interested applicants please send a cover letter and resume to careers@samlexamerica.com please use Subject Line: Samlex Sales Coordinator.