

Kubota Engine America

JOB TITLE: Sales Assistant
DEPARTMENT: Sales
REPORTS TO: Sales Administration Supervisor
FLSA STATUS: Non-exempt

Job Description Summary

The Sales Assistant is responsible for supporting the MOEM, OEM and Distributor sales process through receiving, entering, monitoring, and billing of orders. Provides customer support by responding to inquiries regarding sales orders and various other matters. All work follows generally prescribed routines, with supervision being readily available.

Duties and Responsibilities

- Process orders from first receipt through billing in an accurate and efficient manner (includes: working with overseas factory to schedule the engine production at the plant, creating Purchase Orders to purchase the engines from the plant, tracking the import into the US, creating sales orders and invoices once the sale is complete)
- Monitor the progress of orders from receipt to final shipment to assure timely delivery, detect problems, or expedite if required, by effectively communicating with the customer, KBT, MTS and warehouse personnel
- Create Commercial Invoices and work with freight forwarders providing documents for export shipments
- Create Monthly open order reports and provide to customers - OEM and Distributer
- Maintain monthly Yen rate files, compose rate letters and provide to customers
- Create and maintain customer price and material master files in SAP for MOEM customers
- Maintain and update engine quotation files for each customer
- Monitor customer supplier portals for changes in material demand and shipping schedules
- Manage engine inventory for both onsite and offsite stocking programs; creating inventory management reports
- Receive, research, and answer customer inquiries regarding sales orders and various other matters in a positive and supportive manner
- Forecast customer's demand – OEM and Distributer accounts
- Provide monthly margin and sales reports to sales managers. Track actual sales results vs. forecast. Prepare information for sales meetings
- Assist accounting to resolve account receivable past due invoices and invoicing discrepancies
- Support Logistics group with loading daily serial number files and troubleshooting errors as required
- Perform a variety of clerical functions such as compiling and arranging routine data, making standard computations, processing documents, maintaining records and files, etc
- Maintain various spreadsheets and other data records by extracting, combining, updating, and creating new spreadsheets
- Document processes and update existing scripts
- Manages special projects as assigned
- Make copies, fax documents, perform other clerical functions and duties as assigned
- Maintain an organized and secure work environment
- Support co-workers in other departments as needed
- Inform Manager of all noteworthy activities
- Follow safety guidelines and department and corporate policies and procedures

Authority

N/A

Job Knowledge, Skills, and Abilities

- Excellent communication and interpersonal skills demonstrated by the ability to resolve conflicts, develop appropriate solutions to problems, and develop and maintain mutually beneficial relationships with customers and co-workers
- Ability to follow standard work instructions; be reliable and punctual
- Excellent customer service skills

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- Ability to multi-task, establish priorities and meet deadlines, maintain a flexible attitude and approach towards assignments, and maintain level of organization in a changing and fast paced environment
- Good command of the English language, both written and verbal
- Ability to comprehend an extensive variety of instructions, both oral and written
- Excellent written and verbal communication skills
- Strong problem solving skills and discernment for various decisions such as type of shipping method when not specified, pricing issues, or other system situations
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals
- Intermediate knowledge of word processing and advanced knowledge of spreadsheet applications
- Working knowledge of SAP
- Ability to operate telephone, copier, fax machines, and other general office equipment

Education and Training

- Associates Degree or equivalent
- 2 – 3 years inside sales/account management experience

Physical Demands

- Sitting for long periods of time with some walking, stooping, bending, and reaching
- Dexterity to make fast, simple, repeated movements of the fingers, hands, and wrists
- Movement by holding, turning, and grasping of objects
- Ability to hear normal conversations on phone or in person
- Ability to see more than 20 feet
- Ability to see color and see/read computer screen

Work Environment

- Work is performed in an office environment. Noise level is moderate
- Limited exposure to the warehouse. Limited exposure to temperature variations when shipping doors are open

Tools and Equipment

- Computer and other general office equipment

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: _____

Date: _____

Supervisor/
Manager: _____

Date: _____