



Old World Industries

Sales Assistant

DEPARTMENT: **Automotive Sales Support**

REPORTS TO: **Sales Coordination Manager**

POSITION PURPOSE: Support Automotive Sales Manager(s) by providing resolutions to inquiries and problems reported by customer, internal departments and sales force, maintains essential files on pertinent sales information, and functioning as the “point person” for Sales Managers.

DUTIES, TASKS AND RESPONSIBILITIES:

- Controls requests for pricing from customer and manufacturers reps by utilizing competition information, market intelligence and current price list to recommend prices that will fit customer’s request and fall within profit objectives.
- Insures accurate pricing request form has been initiated.
- Produces profit/loss statement according to account information developed on pricing request form.
- Coordinates the retail program(s) for all automotive accounts including pricing, advertising, promotions, terms, deliveries, etc.
- Directs Customer Service activity regarding pricing if the purchase order does not match customer’s pricing and recommends quantities for P.O.S. requests and follow up with Customer Service, Marketing and fulfillment house to ensure timely deliveries.
- Periodically contacts and assists accounts and manufacturer’s reps in respective territories. Goal is to build rapport and to strengthen communication link.
- Gathers information to recommend the approval of denial of deductions and allowances based on an investigation of information gathered from sales files and other relevant sources.
- Analyzes and recommends solutions to customer’s request to return merchandise.
- Provides assistance to current and potential customers by maintaining an expert knowledge base of OWI products and pricing structure.
- Compiles, analyzes, and recommends changes to projections from sales staff, manufacture representatives, and customers to prepare future production requirements.
- Responsible for special projects such as managing order control reports and telemarketing projects.
- Responsible for ensuring that all commitments either verbal or written are documented in the customer’s sales file.
- Provides work direction to Customer Service Representatives.

SKILLS, KNOWLEDGE AND ABILITIES:

- Bachelor’s degree in Business/Marketing (related field) required or equivalent experience.
- 2 years sales/customer service experience.
- Excellent conflict resolution and negotiation skills are required.
- Must be able to prioritize and perform follow-up inquiries.
- PC skills including: Excel, Access and Word.
- Good proactive interpersonal, written, verbal communication and team skills.