

Job Description



Sales Specialist

JOB POSTING – J Henry Holland Virginia Beach, VA

Position Summary

Partner with outside sales and management to drive the Company's strategic vision of being a Brand of Choice for customers; serve as the customer's advocate by responding to inbound inquiries, exceeding expectations and providing superior customer service to increase customer attraction and retention; collect market data to create and analyze reports resulting in gross margin management; collaborate with manufacturing to ensure Operational Excellence.

Job Duties

1. Respond to customer and outside sales requests in 'real time' for price quotations, order placement, adjustments and cancellations
2. Develop and maintain relationships with customers to ensure proper support and provide a positive customer experience
3. Prepare quotes, order entry and resolve queries utilizing the ERP system
4. Serve as a liaison with outside sales, purchasing and plant management to expedite orders and meet delivery dates
5. Plan, organize and coordinate with management to pre-qualify bids over \$3000 for Project or Contract Management
6. Coordinate delivery times with production and Operations Manager in order to achieve customer satisfaction when normal lead times are not adequate
7. Work with vendors to obtain information regarding pricing and specifications to complete and execute on project deliverables
8. Participate in various projects with the Engineering Department related to account specific or special product opportunities
9. Other duties as assigned

Education

A high school diploma or GED is required; an undergraduate degree from an accredited college or university with a focus in Business Administration, Finance, Accounting, Economics, Marketing, or related discipline. In the absence of a degree, directly-related job experience serving in strategic account management and industrial sales role, where a number of years and proven knowledge may offset the degree requirement.

Experience & Skills

- At least one year of prior professional-level account management and industrial sales with proven experience meeting and exceeding sales goals is preferred
- A proven track record of building and maintaining effective customer relationships within different organizations to meet or exceed established goals for product sales
- Demonstrated strong organizational abilities and prior experience utilizing a Customer Relationship Management system for business information tracking
- Demonstrated ability to work with internal and external customers providing exceptional customer service
- Requires solid written and verbal communication skills
- Demonstrated mechanical aptitude
- Strong analytical, conceptual and planning skills are required.
- Excellent math skills and overall PC literacy (Microsoft Office) are required.
- Must be detail oriented, self-motivated and disciplined with the ability to multi-task.
- Must successfully complete drug screen, physical and E-Verify

Travel

- Travel for this position is rare; less than 10%

If interested in applying for this position, please submit your resume and letter of intent (why you feel you would be a good candidate for this position) to careers@mazzellacompanies.com or fax resume and cover letter to 440.239.5703.

Or, mail resume and cover letter to:

Human Resources
Mazzella Companies
21000 Aerospace Parkway
Cleveland, OH 44142

Mazzella Companies participates in the federal government's E-Verify program. With all new hires, we provide the Social Security Administration and when applicable, the U.S. Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

This job description is not meant to be an all-inclusive list of duties, functions and/or responsibilities of this position. Other related functions and responsibilities may be assigned by the immediate supervisor as required to complete assignments or initiatives. Mazzella Companies reserves the right to change, add, delete or modify job functions as necessary based on business necessity. The Company or employee, independently, has the right to terminate employment at any time for any reason; employment is at will. This job description does not promise or guarantee continued employment with Mazzella Companies.