**Molten Metal Equipment Innovations, LLC.**

**Inside Sales Coordinator - Job Description**

**Job Title:** Inside Sales Coordinator

**Reports To:** Domestic Sales Manager

**FLSA Status:** Non-Exempt

**Summary:** Provides support to the Outside sales force

**The Company:**

Molten Metal Equipment Innovations is a small manufacturing company located in Middlefield, Ohio. MMEI services the molten aluminum industry with engineered solutions. With a family style atmosphere, our people are truly our greatest asset. We have very little turn over, as MMEI is a great place to work. Everyone has an important role and works together as a team to reach our collective goals.

**Essential Duties and Responsibilities:**

* Serve as the main contact for Outside Sales Team for their inside sales requirements and questions. Communicate delivery times, and answer order related inquiries.
* Customer Service – Communicate directly with customers. Ability to satisfy the expectations and requirements of customers. Displays courtesy and sensitivity and responds promptly to service requests.
* Support International Sales Manager. Correspond with International distributors and customers to facilitate orders and to rectify problems, such as damages, shortages, or questions pertaining to specifications, machine operations, etc.
* Work with Microsoft Dynamics CRM system. Add new part numbers, quotations, specifications and pricing. Support sales team with training and operation of program.
* Support new equipment installations including: Verification that all equipment has shipped, send customer any pertinent manuals, schematics, etc., communicating with customer preparation checklist for install, and scheduling MMEI engineer/tech visit.
* Supplement Office Manager; Covering PTO and answering phone when Office Manager is out of the office.
* Quotations; Domestic and International: Create quotations that cannot be handled through the CRM. Specials, refurbs, rebuilds, etc.
* Record Keeping; Mapping all customers domestically and internationally, International projects record keeper
* Annual price increase documentation; Sage update, maintain price list file and individual customer parts lists.
* Assist controller with managing aged receivables; Keep customer accounts current and stay ahead of cutting off shipments.
* New Market Development; New potential target market list development, prequalify prospects once market is identified, ensure that prospects are added to CRM and followed up on by outside salesman.
* Work seamlessly with the rest of the team including ownership, management, engineering and plant personnel.

**Competencies:**

* Language - Must be proficient in English. Reading, comprehending and understanding the English language.
* Must be extremely detailed oriented and organized. Multiple projects, orders, and constant interruptions are a common occurrence and must be managed in an expedient and efficient manner.
* Ability to learn and comprehend part numbering system.
* Time Management - Uses his / her time effectively and efficiently. Values time. Concentrates efforts on the more important priorities.

**Experience and Requirements:**

* 3 -5 years of inside technical, customer service or parts related service position.
* General computer literacy.
* Proficient in the Microsoft Office Suite.

**Compensation:**

* Salaried position based upon 40-hour work week.
* $41,500-$46,500 annual salary, commiserate with experience.
* Optional benefits package to include health insurance and dental insurance.
* 9 paid scheduled holidays per year will be made available after 90 days.
* Optional 401k plan will be made available to you after 1 year.
* Paid vacation available after 90 days.

***\*Please send Resume & Cover Letter to: info@mmei-inc.com***