

INSIDE SALES COORDINATOR

National Accounts

Nilfisk-Advance, Inc., the worlds' premiere manufacturer of professional floor cleaning equipment has an excellent opportunity for energetic, results driven individual on our National Accounts team as an Inside Sales Coordinator.

The Inside Sales Coordinator interfaces with customers, National Account Managers (NAMs), Regional Managers (RMs) and other departments to provide a variety of pre-sales or post-sales/service functions for National Accounts. The individual in this position would also be the liaison between the NAM/Customer and various departments within our organization to ensure we are properly taking care of our customer needs.

Responsibilities include:

- Acting as the trouble shooter for handling the problems experienced by our National Account Customers.
- Making arrangements with field support and/or dealer organization for customer demos, surveys, installations, etc.
- Following start to finish on all start-up orders, making certain all deliveries are met and proper installation and training has been completed.
- Tracking logistics and communication with Customer/NAM.
- Providing National Account Customers with quotations as requested by NAM, RM or customer.
- Working with customers for proper equipment selection.
- Handling Demo Consignment
- Attending daily production meetings and communicates to the Team.
- Reviewing back-order report and communicate and resolve all delivery issues.
- Setting up New Accounts.
- Coordinating between NAM/Credit Dept/Marketing.
- Setting up and maintaining Master Profiles.
- Coordinating the set-up of additional accounts to encompass all brands.
- Other Duties as assigned

Requirements include:

- Two year degree in Business or related field of study
- Minimum of two to three years of work experience directly related to the duties and responsibilities specified, or five years of Customer Service experience.
- Ability to understand sales or business issues and develops projects to address them as necessary
- Ability to be persuasive with customers, keeping customer satisfaction as a guiding factor
- Ability to plan, organize, and manage multiple tasks
- Ability to analyze problems and solve work related issues
- Excellent oral and written communication skills
- Ability to interact with all functional areas and all organizational levels

- High level of attention to detail
- Proficiency in use of MS Word, Excel, PowerPoint
- Working knowledge of ERP systems, such as BAAN
- Capability to learn new software
- Must be able to travel to important accounts (10% travel)
- Must be able to perform the physical requirements of the position.
- Must be a US Citizen or hold Permanent Residency, as we are unable to sponsor candidates.

In order to be considered a qualified applicant, you must meet all of the above requirements. Local candidates (no relocation available) who meet those qualifications should submit a resume including a cover letter with salary requirements to:

USCareers@Nilfisk-advance.com

EEO/AA/M/F/D/V

No Agencies Please