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## Company Job Descriptions

### Position #4: Administrative Assistant Inside Sales Support

#### POSITION SUMMARY

**Department:** Accounting and Administration  
**Level:** Staff  
**FLSA Status:** Full-Time, Non-Exempt  
**Reports To:** Sales Manager  
**Supervises:** No Direct Reports

#### PRIMARY DUTIES & RESPONSIBILITIES

**Position Summary:**

- The Administrative Assistant Inside Sales Support position will provide support to our Inside and Outside Sales staff. This position will be responsible for drafting sales reports, collecting and managing data, entering sales orders, maintaining pricing and price sheets, expediting material for Duff customers, expediting material from Duff vendors, data entry into our ERP system, and occasionally filling in for our receptionist.

**Results:**

- Accurate (100%) customer satisfaction through administrative support to the company and various departments via timely completion of general clerical, receptionist and project-based work.

**Procedures:**

- Stay true to Duff Company’s mission while accomplishing desired results when performing all assigned tasks.
- Consistent adherence to all Duff Company Policies, Procedures, and Safety Practices as documented or requested by supervisor.
- Contribute to Duff Company’s exceptional culture thru team effort, customer focus, and driven results as you accomplish all Admin. Assistant – Sales Support tasks.
- Participation in appropriate departmental and committee meetings.
- Attendance, as required, at all Duff Company Meetings.

**Tasks (include but are not limited to):**

- Prepare monthly open orders analysis including explanation for every open order older than one month.
- Assist Receptionist in answering the telephones, following the proper phone etiquette procedures.

- Enter customer sales orders into our ERP software.
- Responsible for assisting the President with special projects and various reports as needs arise.
- Expedite material from Duff vendors based from our PO expedite queue.
- Track all open sales and purchase orders to get them processed in an expedited manner including reviewing UPS bills.
- Assist with sales quotes, evaluations and customer orders as needed.
- Responsible for faxing or emailing existing customers of training opportunities and tracking attendance.
- Research freight to be added to direct orders for invoice processing.
- Assist with preparing sales presentation packages and mailing lists.
- Upload all pricing updates into the company's ERP system.
- Maintain a good rapport with vendors in response to questions and problem.
- Respond promptly and courteously to all customer requests before the close of business each day.
- Fills in for the Operations Administrative Assistant to complete and prepare the daily manifest and arranges LTL shipments.
- Responsible for assisting the department with special projects and various other sales needs as arise.
- Keep supervisor informed and any discrepancies or problems.

## EMPLOYMENT STANDARDS

### **Required Education:**

High school diploma or equivalent.

### **Required Experience:**

1-3 years of clerical experience.

### **Required Skills:**

- Supervisory Responsibilities: not applicable
- Language Skills: Moderate. Communicate effectively internally and externally both in writing and verbally.
- Mathematical Skills: Moderate arithmetic.
- Computer Skills: Moderate. Microsoft Office Products especially Excel spreadsheets and graphs and SHIMS.
- Reasoning Ability: Moderate.
- Physical Demands: Light. Extended amounts of time sitting at a desk.
- Work Environment: Office

### **Special Requirements:**

Must pass pre-employment drug screening