

POSITION DESCRIPTION

JOB IDENTIFICATION

Job Title:	Inside Sales Coordinator	Department:	Sales / Commercial
Plant/Division:	Carnegie Headquarters	FLSA Designation:	Exempt
		UESC Status:	Exempt
Approved by:	Director Human Resources	Reports to (title):	Director – Business Process & Inside Sales

JOB SUMMARY

Manages and executes the quoting, order processing and order change procedures. Interfaces with customers to handle administrative issues and needs. Interacts with Production Planning, Logistics, Quality Assurance, Specifications and Accounting departments as needed to ensure timely resolution of customer / order issues. Acts as administrative “owner” of customers to help drive customer satisfaction and ensure adherence to internal UES processes. Partners with Area Sales Managers to ensure highest levels of customer satisfaction and to help facilitate problem resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- In coordination with Area Sales Managers, manage and execute the quoting process. Provide technical and commercial information required to estimate or update manufacturing costs. Ensure compliance with price approval process. Prepare quotations in business system(s). Submit quotes to customers and conduct appropriate follow-up.
- Order management owner from receipt of order through acceptance / acknowledgment. Responsible to compile and verify all data and information required for order booking and order fulfillment. Ensure timely processing and facilitate by providing internal departments with relevant delivery, shipping, transportation, pricing and payment information as needed.
- Coordinate delivery schedules requested by customers with Production Planning and Logistics departments. Maintain the accuracy of delivery schedules and coordinate melt schedules through consistent interaction with customers and Production Planning departments.
- Perform order / delivery management tasks as needed, including but not limited to obtaining melt release, obtaining shipment release, requesting LC's, issuing proforma invoices or down payment documents, requesting freight forwarder nominations, calculating and applying surcharges, requesting mill ID numbers, confirming customer receiving schedules, etc.
- Create and maintain customer profile documents, as applicable.
- Assist in the resolution of payment issues by interfacing with customer proactively and taking necessary actions to quickly resolve any issues negatively impacting collections.
- Support in handling of claims and non-conformities with responsible Area Sales Managers and Technical Sales personnel.
- Support Area Sales Managers in administration and updating of sales forecast.

MANAGEMENT/SUPERVISORY RESPONSIBILITIES

- None

EDUCATION/EXPERIENCE (ALL EDUCATION/EXPERIENCE BULLETS ARE REQUIRED UNLESS NOTED AS “PREFERRED”)

- BS/BA degree in Business Administration or related field, or equivalent experience
- 2-5 years’ experience in customer service or inside sales; experience in manufacturing preferred

JOB KNOWLEDGE, SKILLS AND ABILITIES (ALL KNOWLEDGE, SKILLS AND ABILITIES ARE REQUIRED UNLESS NOTED AS “PREFERRED”)

- Ability to communicate effectively, both verbally and in writing
- Ability to effectively plan, organize and prioritize projects
- Ability to handle multiple issues simultaneously and effectively
- Ability to maintain discretion, tact and poise to work with confidential company information
- Continual attention to detail
- Proficiency in basic Microsoft Office products to organize and communicate

The above duties and responsibilities designated as essential job functions are subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. The job description is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be asked to perform other job-related functions that are not listed above.

COMPETITIVE WAGE, MEDICAL, DENTAL, 401K

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E-mail: hrrecruiting@ampcopgh.com

(Please no phone calls)

EOE AA M/F/D/Vet/Disability
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