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The Measure of Quality



Apex International, the World's Largest Anilox Manufacturer, has a new and exciting position within its production facility in Donora, PA for an Order Support Representative. We are a growing company with many exciting opportunities and this position will add to the current team.

Order Support

The Order Support Employee serves as the liaison between the production and sales team in such a manner that these team members are able to achieve their goals by focusing on the supportive role in a professional, active and efficient way, so that the sales targets from sales management are met.

Essential Functions & Key Responsibilities

Proactively acting according to the yearly strategy and targets as defined by Production & Sales Management by:

- Supporting the relationships with internal sales, sales reps, customers and production
- Providing customers with technical information, order updates & claim reports and communicating directly to gather any necessary information for order approval or resolution as fast as possible to decrease delivery times
- Updating/monitoring of customers' data in the appropriate programs/databases in order to achieve a high level of data integrity in both ERP/CRM systems
- Preparing required information for customers
- Processing and inputting efficient & accurate data in the ERP and CRM systems according to the procedures set by translating customers' requirements to the production department
- Advising about our products and services
- Performing general office tasks such as dealing with correspondence and answering phone calls
- Actively calling customers about orders/claims and taking the requested actions
- Performing consultative (sale) conversations with customers
- Performing after-sales conversations with customers as per VP sales instructions (follow up on claims, put in customer notes, remarks, etc.)
- Acting as relation administrator, running the appropriate administration and keeping in touch with the customer
- Teaming up the sales & marketing network by looking after testimonials
- Monitoring stock/SMF products for prospects/customers and taking necessary actions to decrease/adapt to their requirements

Requirements for the Position:

- Communicates in a professional manner
- Is customer-oriented and has a service-oriented attitude
- Has a systematic, accurate and orderly way of working
- Is result-oriented, independent and shows initiative
- Knows how to negotiate, has developed sales skills (experience in telephone selling), has commercial senses and well-developed communication skills
- Is able to develop product knowledge and knowledge of relevant applications

- Experience with Salesforce is desirable

Apex North America is an Equal Opportunity Employer.

Job Type: Full Time