

Sales Order Entry Specialist

Reports to: Director of Operations/GM

Department: Sales

Division: Midstate Machine – Ohio

Principal Accountabilities

- Responsible for timely and accurate entry of customer purchase orders into ERP system.
- Navigate and Maintain Customer websites (i.e. pulling purchase orders, updating commits).
- Maintains close contact with customers to be aware of current and future sales opportunities.
- Maintains a friendly and professional image during telephone sales transactions, ensuring that customer needs are met expeditiously, and all reasonable efforts are made in assuring customer satisfaction.
- Sets up job folders, requisitions material, sets up customer orders and job routings, maintains customer database.
- Works with scheduling and purchasing to expedite orders.
- Handles purchase order acknowledgments and contract reviews.
- Maintains a professional and personable relationship with superiors, peers, subordinates, and customers, being responsive to their needs as well as those of the company.
- Performs other duties or functions as requested by the Estimating Director.
- Manages Customer Supplied Materials and provide customer with Proof of Deliveries

Desired Skill Sets

- Strong computer skills -- Including knowledge of Microsoft Excel, Office, and Word.
- Communication skills -- Verbal and written.
- Customer Oriented -- Friendly and professional
- Process Improvement -- Willingness to champion process and make improvements.
- Problem Solving -- Demonstrated good decision making
- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people and working on group projects
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction
- Detail-oriented -- would rather focus on the details of work than the bigger picture
- Achievement-oriented -- enjoys taking on challenges, even if they might fail
- Autonomous/Independent -- enjoys working with little direction
- High stress tolerance -- thrives in a high-pressure environment