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## NOTICE OF JOB OPENING 3/23/21

K&S Wire Products Inc. is a well-established leader in wire forming and welding in OEM and point of purchase display manufacturing for over 26 years in Neosho, MO. We are an employee owned company.

**Job Summary:** The Sales Support Specialist assists customers through each step of the sales process, helping them resolve issues, communicating the progress of their orders and insuring the entire process is smooth from interest in order to shipment of product. This person also works with all departments in a team environment to manage the sales process to the best possible outcome.

### **Duties/Responsibilities:**

- Communicate with customers and leads to identify and understand their product needs;
- Maintain detailed records of sales activities including calls, emails, orders, new business, old customer and job records;
- Set up new accounts in computer system and maintain detailed records of sale activities;
- Work with all departments to insure an accepted job moves through all processes at K&S Wire smoothly, including accounting/credit, estimating, purchasing, production and shipping.
- Collaborate with sales team to meet defined goals and results.
- Periodically prepare reports requested by management.
- Answer phones as needed.
- Performs other duties as assigned.

### **Required Skills/Abilities:**

- Excellent interpersonal and customer service skills.
- Excellent verbal and written communication skills.
- Organized with a strong attention to detail.
- Maintains a sense of urgency regarding work and customer needs.
- Ability to comprehend and use computer systems.
- Excellent computer skills

### **Physical and Work Requirements:**

- Prolong periods of sitting at a desk and working on a computer.
- Must be able to lift 15 lbs. at times.
- Must have reliable transportation.
- Office building attached to manufacturing facility.
- Must be able to tolerate fumes and odors and dust from normal operations of machines.

### **Qualifications:**

- Must be at least 18 years of age.
- Previous sales support experience preferred.

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