

Sales Support Specialist

VALLEY FORGE & BOLT MFG. CO.

Valley Forge & Bolt Manufacturing Company is looking to expand our ever-growing team with a Sales Support Specialist. With 44 years in the bolt manufacturing industry, we take great pride in our quality products and customer service and are seeking a detail-oriented, customer-focused professional with the same enthusiasm for manufacturing and servicing customers. As our organization continues to grow, this team member will be critical in support of our sales functions including customer support, order entry and management, quoting and account maintenance.

This position is a full-time, direct hire role that offers competitive compensation, 401K, and insurance coverage (medical/dental/vision)

If you possess a high sense of urgency, self-motivation, and strong communication skills, please consider joining our VF Family.

Job Functions & Responsibilities

- Understand our products, services, and capabilities to be able to support customer inquiries
- Complete and respond to quotes per customer request
- Apply strong interpersonal skills via phone and email, to engage and understand customers' true needs and offer optimal solutions
- Respond in a timely and accurate manner to all incoming tasks and outbound activities and resolve issues.
- Enter received orders
- Provide applications and product selection assistance to customers
- Regular outbound calling for follow up on quotes, opportunities, and leads
- Maintain account relationships with key decision-makers at assigned accounts and cultivate long-term relationships
- Learn about industry and competitors' products, services and capabilities

Skills, Attributes and Experience Required

- 2-5 years' experience in sales of technology/engineered/manufactured products
- A positive attitude along with the ability to thrive in a small company environment and build strong relationships with coworkers, customers and partners
- Must be persistent, action-oriented, results-driven and self-motivated
- Excellent written and verbal communication skills.
- Strong organizational skills, ability to set priorities and meet deadlines.
- Experience using Customer Relationship Management software, Microsoft Office applications, and ERP systems (Visual is a plus).

Highly Preferred

- Bachelor's degree in a related technical field with relative sales experience
- Inside sales experience serving international customers and coordinating export documentation.
- Experience working for or with a manufacturer or manufacturer's representative.

To apply for this position, email your resume to careers@vfbolts.com.