

Sales Associate

SUMMARY:

This position's primary responsibility is managing all aspects of Wholesale and B2B accounts, increasing sales, supporting our outside sales staff, and ensuring all inquiries and orders are accurately processed in a timely manner.

RESPONSIBILITIES:

- General Email and phone inquiries
- Placing and tracking orders
- Customer returns and reshipments
- PO acknowledgements
- Daily Voicemail follow ups
- Assisting Brick and Mortar Brokers
- New application follow-up
- Manually creating accounts
- Account Verifications for new Brick and Mortar accounts
- Coordinating accounts with product specialists' territories
- Ensuring all account documents are valid and current
- Reviewing and completing New Vendor Forms
- Updating lists and ordering systems
- Updating 3rd party websites
- Manage and build sales inside a designated territory
- Assign and maintain discounts
- Build professional relationships with each account
- Reach out to accounts that have not ordered recently
- Upsell new items and offer promotions to all accounts
- Coordinating CoA's and other documents for orders
- Sample order fulfillment
- Out of stock follow ups
- Accommodate specialty orders with fulfillment center (Non-SKU marketing materials – acrylics, shelf talkers, etc.)
- Manage Best Buy dates on products shipping from each warehouse
- Coordinate with Inventory team to accommodate inventory movement to fill orders
- Deduction reviews and follow ups for terms customers
- Credit Application follow ups
- Invoice/Credit Memo coordinating
- Assisting in collecting overdue funds
- Account website policing
- Updating customer's website images
- Completing New Item and Item update paperwork
- ECH product updates and changes
- Manage/review promotions assigned to customers in Shop Manager
- Additional tasks as requested