

Are you the glue that holds everything together? Organized, driven, resourceful? Than we NEED YOU! Our company is growing at a rapid pace and the Sales & Customer Service Department needs an experienced Sales & Customer Service Support Administrator that can whip them into shape and organize all the activity that makes us great!

ABOUT US:

For over 30 years, V-TEK has been a global leader in the component processing and packaging industry by providing cost-effective packaging and processing options with fast return on investment. V-TEK, Inc., through its V-TEK and Royce Instrument product lines, is a leading manufacturer of precision packaging, inspection, and bond testing equipment for the electronics, automotive/aerospace, medical, micro-molding, and microstamping industries. A major provider of precision packaging supplies, packaging services, and electronic inspection/rework, focused on the high mix/low volume segment between wafer and circuit board, the highly talented men and women of V-TEK design, build and market quality equipment sold globally to test, inspect, handle and package components.

OUR MISSION: Collaboration, Innovations and Customization are the cornerstones we use to deliver dependable and highly effective sorting, testing and packaging solutions.

OUR CORE VALUES:

- **Purpose & Growth** – dedication to continued growth and improvement, sustaining a profitable business for the benefit of its employees, customers, vendors and community
- **Customer Satisfaction** – unwavering commitment to provide exceptional service and quality solutions to meet the needs of our customer
- **Family** – genuine care for the employees, employees for each other, as well as our customers and vendors as though they are family
- **Innovation** –encourage innovation in products, processes and services through creative thinking and collaboration with our business partners
- **Quality** – deliver solutions which meet the expectations upon delivery and exceed them over their useful life
- **Fun** – foster an inclusive, professionally comfortable work environment where everyone smiles naturally

WHY WORK WITH US:

Our company cannot thrive without great people who like to work hard, have fun, enjoy a collaborative atmosphere and grow and develop with us! We pride ourselves on developing the next generation of leaders and helping everyone develop their career and life goals. V-TEK is not just a company but a team, family and a mix of unique individuals that enjoy what we do! V-TEK offers a full benefit package including: comprehensive medical plans for individuals and families, dental, vision, life insurance, disability coverage, HSA(Health Savings Account), 401k, identity theft and legal protection, Employee and Family Assistance Plan (EAP), tuition reimbursement, continuing education programs, community volunteering opportunities, career development programs and a GENEROUS PTO Plan that will blow your socks off!

Sales & Customer Service Support Administrator

Location: Mankato, MN

Reports to: Customer Service Manager

The Position: The Sales & Customer Service Administrator is a key member of the Sales & Customer Service Team providing administrative support to the Business Development Managers, Customer Service and Sales team to ensure that day-to-day sales administrative requirements are met with a high degree of professionalism and a customer-oriented mindset.

KEY RESPONSIBILITIES include but are not limited to:

Customer Relations Management (CRM) / Data Entry

- Responsible for managing the CRM with updating, maintaining and entering customer (potential customer) information
- Coordinating quotes, sales orders and purchase orders in the ERP system and connecting them with the customers in the CRM
- Maintaining and compiling various reports and analyzing the data turning it into comprehensive presentations

Administrative

- Schedule appointments with customers and potential customers for the Business Development Managers
- Coordinate with the Marketing Department on website traffic, Google Analytics, Marketing plans and prepare monthly reports on activity and engagement
- Trade show material coordination and pre-show communications with customers and potential customers
- Follow up with customers after BDM visits, quotes, website inquiries, etc.
- Compile and prepare various reports and presentations
- Work with various departments on status updates of customer orders, samples, etc.

Research

- Conduct industry, market, competitor and the like research as needed via multiple mediums providing a summary of findings
- Cross-reference company customers for potential cross selling opportunities

QUALIFICATIONS:

Required Qualifications

- Associates Degree or equivalent in Marketing / Sales / Business Administration
- Minimum 3 years' experience in a sales support Sales/Customer Service Administrative Role
- Detailed oriented, quick, accurate and responsive in pressure situations
- Strong active listening skills with a team-oriented operating style with effective professional interpersonal skills that allow successful business interactions with individuals of all leadership styles, personalities and career levels with both internal and external customers
- Advanced working experience in Microsoft Office, presentation preparation and CRM Data entry

Key Qualifications

- Must be high energy, friendly, engaging and have a proven track record of being able to grasp concepts quickly and have excellent follow through
- Highly efficient, organized and able to complete tasks in time sensitive manner with a high degree of professionalism and confidentiality
- Self-directed with the ability to work both independently and as part of a team
- Excellent communication skills, both oral and written, with customer service focused attitude
- Must have high integrity and maintain trust across the organization at all levels
- Ability to be resourceful and identify creative solutions to complex challenges. High expectation for personal performance.
- Exposure to and familiarity with customer service best practices and demonstrate the ability to apply that knowledge

Preferred Qualifications

- Sales / Customer Service Administrative experience in a manufacturing company with capital equipment
- Experience with international customers
- Experience working with various Metrics & Dashboards

Physical Requirements

- Ability to work in both an office and manufacturing environment
- Ability to stand, walk and sit for extended periods of time

V-TEK Inc. is an Equal Employment Opportunity Employer

Qualified candidates should apply to hr@vtekusa.com

Resume, Application, Video we don't care send it to us, we
want you on our team!