

Position: **Customer Relations
Coordinator**

Location: **High Point, North Carolina**

COMPANY

iAutomation, a high technology distributor of industrial automation components, has an immediate opening for a **Customer Relations Coordinator in High Point North Carolina**. iAutomation's product offering includes machine control, motion control, sensing and vision, safety systems, mechanical components and stages. We offer engineered systems and services to provide OEM and end user customers a complete automation solution.

DESCRIPTION

As the Customer Relations Representative you will be directly responsible for:

- Data Entry into the ERP System
- Generating, reviewing and analyzing reports related to customer and sales activity
- Fills orders by transferring orders to fulfillment; communicating expected delivery dates; communicating tracking and follow up information regarding customer orders
- Command of general order entry skills
- Quoting products and services
 - Generate and recommend additional sales by identifying customer opportunities
 - Generate and recommend additional sales due to command of product knowledge
 - Product selection
- Quote follow up including answering customer questions on pricing, product and lead time
 - Margin adjustments as needed within designated approval matrix
- Identify customer needs for overall customer satisfaction
- Meet company sales goals
- Recognize and resolve customer needs including selecting and explaining the best solution for the customer and expediting corrections or adjustments
- Proactive customer service
- Work with other departments to exceed customer expectations
- Generate and review reports as needed to meet customer demands (e.g. Open Orders, Late Orders)
- Build and maintain sustainable customer and internal department relationships
- Recognizing and documenting Sales Leads

REQUIREMENTS & ADDITIONAL DETAILS

Requires a minimum of an Associate's degree with 5+ years of Customer Service experience in a highly technical environment and the ability to analyze sales trends.

ADDITIONAL INFORMATION

- Please apply to Marna Perkins at mperkins@i-automation.com
- Principals ONLY - No Recruiters Please

iAutomation Supports Equal Opportunity Employment & Diversity