



Sales Support Administrator - WireXpress

Company Information

WireXpress is a \$100+ million master redistribution arm of a Fortune 500 company, a leading global supplier of wire and cable, data communication, security, A/V, industrial networking, and electrical support products. Our high-performing team works closely with our distributor customers to better understand their business challenges, specify cost-saving solutions, and make informed purchasing decisions around technologies, applications, and relevant standards.

We are seeking a highly talented, motivated and team oriented individual who thrives in a fast-paced and varied environment. The Sales Support Administrator will provide support our customer base by

- Answering questions, concerns, account inquiries as well as handling customer complaints.
- Research and resolve customer problems, acting as the customer liaison between other departments when necessary.
- Back-up support to sales inquiries.

Experience:

- This is an entry-level position.
- Customer service experience is an asset.

Education:

- High School Degree or Equivalent.

Skills/Requirements:

- Solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to effectively communicate both verbally and in writing.
- Able to work well under pressure.
- Strong attention to detail.
- Team oriented, enthusiastic
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Computer literate, including effective working skills of MS Word, Excel and e-mail.
- Data entry and typing skills.
- Problem solver
- Initiative, self-starter

Working Environment:

General Office – Work is generally performed within an office environment, with standard office equipment. Lighting and temperature are adequate and there are no hazardous or unpleasant conditions caused by noise, dust, etc.

Physical Requirements:

Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time.

Mental Requirements:

- Employee required to organize and coordinate schedules.
- Employee required to problem-solve.
- Employee required to communicate with the public

WireXpress offers competitive salary and a bonus program to reward your results. We are known for our exceptional training and on-going development programs to support your career growth including a tuition reimbursement. We provide our employees excellent benefits including medical, dental, 401(k) with employer match, and additional company provided retirement benefits.