

ConnectingChemistry

Brenntag is the global market leader in full-line chemical distribution. Headquartered in Mülheim an der Ruhr, Germany, the company operates a global network with more than 530 locations in 74 countries. In 2015, the company, which has a global workforce of more than 14,000 employees, generated sales of EUR 10.3 billion (USD 11.5 billion).



Our team currently has an opening:

Job Title: Sales Support Specialist

Team: Sales

Reports to: District Manager

FLSA Status: Non-Exempt Exempt

Status: Full-time Part-time

Summary of Job Purpose and Function

The Sales Support Specialist serves as the liaison for the sales representatives, provides support to the District Manager and has direct contact with customers. This position must be able to handle a large volume of phone calls, emails and problem-solve on a daily basis.

Essential Responsibilities and Tasks

- Coordinating/facilitating customer inquiries and information requests.
- Providing product cost information including coordinating competitive bids, resolving pricing questions and communicating price changes.
- Process price edits and price changes.
- Facilitating product questions between customers and internal resources.
- Partnering with Sales Representatives to resolve customer product questions.
- Help resolving billing discrepancies on orders placed.
- Providing other product, pricing or service support that helps sales reps secure sales.

- Handle requests from Materials Management or other parties needing information on customers or products.
- Generate Variance and other reports out of the Saratoga system for our sales team.
- Follow-up on samples and provide status reports to requesting parties; also follow-up with customers to be sure they have received them.
- Follow-up on lab requests.
- Provide clerical support to our sales and management team.
- Prepare meeting minutes.
- Assist in organizing meetings.
- Maintain data bases.
- Prepare various types of correspondence.
- Support various marketing and sales projects.
- Excellent written and verbal communication skills required.
- Other duties as assigned.

Hiring Qualifications and Competencies

- Safety is #1 Priority.
- 4-year college degree preferred.
- Distribution experience helpful.
- Highly organized and detail oriented.
- Solid listening & problem-solving skills.
- Must be able to multi-task and prioritize workload effectively.
- Requires a calm and patient personality and dedicated work ethic.
- Must enjoy working individually and in a team environment.
- Must be professional and punctual.
- Ability to stay focused on a particular task and have excellent time management skills.
- Excellent communication skills.
- Proficient in Microsoft Office, Internet and Email.

Physical Requirements and Work Environment

- Ability to sit at a desk 4-8 hours a day.
- Ability to look at a computer screen for up to 8 hours a day.
- Ability to be on the phone for the majority of the day.
- Wear PPE as needed.
- Maintaining composure in dealing with customers, authorities, executives, clients and staff, occasionally under conditions of urgency and in pressure situations.
- Highly self-motivated, high energy and ability to move mentally at a rapid pace.

Brenntag is an Equal Opportunity Employer

Qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, protected veteran status, disability, or any other characteristic protected by law.