



Administrative Assistant – Marketing Support

Summary

Provide administrative functions and marketing support for the Industrial Repair Business; primarily NDT business, but also includes Repair, Spare Parts, and Field Service as needed.

Work approximately 30 hours or more as needed.

Primary Responsibilities

- Receive and process inquiry requests from customers, field sales personnel, and other internal/external sources via Web page, phone, fax and e-mail.
- Enter information about customers and inquiries into our quoting systems with accuracy, and ensure that internal departments are well informed through verbal, written and/or electronic communications.
- Track customer inquiries and support customer expectations for receiving quotations.
- Work to develop new business by proactively prospecting and qualifying potential customers and incoming leads. Follow up with customer requests for information & initiate customer contacts
- Develop miscellaneous marketing collateral such as case studies, sell sheets, presentations, etc.
- Create and maintain customer contact and prospecting database.
- Perform other duties as assigned.
- Must perform phone & written communications with customer for the generation of business

Knowledge and Skill Requirements

- High school diploma and 2-5 years of marketing related work experience that involved working directly with customers and/or contributed to meeting their expectations.
- Ability to develop a rapport and constructive, cooperative working relationships with both internal and external customers in order to deliver exceptional value.
- Proven communication skills (verbal and written).
- Outstanding problem solving and conflict resolution skills.
- Excellent organizational skills with the ability to create & maintain files, prioritize and multi-task.
- Proven computer skills – Word, Excel, Project, Outlook, an ERP system (preferably BaaN).
- Technical aptitude with the ability to read drawings/blueprints and willingness to expand this requirement.