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SPARE PARTS REPRESENTATIVE

An innovative, expanding, international company rooted in the **Annapolis / Kent Island** area of **Maryland** is looking for an organized self-starter for their **Spare Parts Representative** opening. As a customer centric, family oriented organization, we focus on career minded individuals searching for their once in a lifetime opportunity to join our winning team!

This position will report directly to the **Spare Parts Manager**.

Responsibilities:

- Qualify incoming inquiries for processing
- Build value added relationships with Distributors and OEM Partners
- Communicate with customers to determine their needs and suggest solutions to fulfill their requirements and solve their issues
- Create and deliver technical and pricing proposals as requested by customers
- Follow up with customers to update the status of active quotes
- Respond to customer requests for revisions to existing quotes and orders
- Process orders when POs are received
- Work with customers to manage changes to orders that may occur as they move through the system
- Inform customers on the progress of orders and coordinate required Shipping details
- Maintain and update opportunity records
- Administrative duties as directed by Spare Parts Manager
- May be asked on occasion to perform other duties not related to this job description

Required Skills/Experience:

- Knowledge of technical publications and technical equipment is a plus
- Be detail-oriented with proficient computer skills, especially in the use of Microsoft products
- Experience with Salesforce CRM is a benefit
- Able to work independently, make good decisions, and work as part of a team
- Proactive: able to anticipate issues and provide solutions
- Maintain a high level of responsibility and accountability
- A quick learner and adapt well to changes
- Ability to multi-task and prioritize
- Good communication and organizational skills
- A drive to learn new products and methods as well as draw on past experience to help improve the company's products and methods

Benefits & Compensation:

- Salary commensurate with experience
- Full medical & dental benefits, paid vacation & holidays, 401K, plus performance bonus
- Growth opportunities are available