



**Position:** Sales Support Senior Associate  
**Job Type:** Full-time  
**Location:** Wood Dale, IL (On-site, Local Candidates Only)  
**Compensation:** Commensurate with Experience

**Job Summary:**

To ensure a smoothly-run supply chain through high levels of administrative duties that include order processing, answering telephone calls and emails, providing quality customer service, maintaining accurate records, preparing analytical reports, and inventory management and reconciliation.

**Key Responsibilities:**

- Check and respond to phone calls and email in a timely manner
- Process sales orders, arrange shipments, and update invoices
- Ensure computer entries are correct, maintained, and up-to-date
- Work with UPS and FedEx shipping software
- Inventory management
- Help troubleshoot problems with customer orders, customer accounts, and other related issues
- Resolve pricing discrepancies
- Investigate data and history
- Provide the sales team with data reports and sales guides
- Monitor sales performance through sales tracking tools and report progress to sales representatives
- Identify and keep-up with sales trends
- Work with account managers to create and implement targeted sales strategies
- Keep-up with new product sales launches and make sure the sales team is up-to-date
- Provide customer service by staying on top of pending orders and customer requests
- Identify where improvement is needed in sales practices and make suggestions for improvements
- Occasional travel, if needed

**Skills and Qualifications:**

- **Computer Literacy:** In addition to data entry and typing, knowledge of basic excel spreadsheets and word processing.
- **Time Management Skills:** The professional should have the ability to utilize a variety of organization methods to efficiently handle multiple accounts + projects at one time, while doing so in an efficient manner. This person should also be able to manage his or her time wisely without given direction or tasks.
- **Customer Service:** The candidate should have strong professional conversation etiquette, while speaking with colleagues, and customers.
- **Communication:** Clear communication and the ability to explain concepts in relative business terms and etiquette.
- **Leadership:** A candidate with leadership/ownership qualities is preferred.

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- **Problem-Solving** – The professional should be able to use critical and creative thinking to identify and resolve issues.
- Ability to pay strong attention to detail
- Strong organizational skills
- Strong communication and interpersonal skills, and dedication to customer satisfaction
- Ability to multitask
- Ability to work independently, as well as in a team environment
- Self-motivated
- Flexible and adaptable
- Proficient in computer software systems including MS Office and MS Excel
- Working knowledge of customer relationship management software and data analysis
- Excellent motivational skills and works well with a team but also able to work alone
- Excellent time management and organizational skills, and the ability to multitask and prioritize
- Knowledge of sales practices and the most efficient customer service techniques
- Ability to interpret sales metrics and perform data entry
- Ability to pay strong attention to detail

**Education and Experience:**

- High school diploma is required but an Associate's or Bachelor's degree in Business, Marketing or related field is preferred
- 2-3 years of Sales Support and Supply Chain Experience preferred

**Benefits:**

- Medical
- Dental
- Vision
- Life Insurance
- 401(k) Retirement Plan
- Paid-Time-Off
- Paid Holidays

If you would like to be considered for the MCA Corporation team of professionals, please email your resume and contact information to [careers@mcappliance.com](mailto:careers@mcappliance.com).