



Position: Sales Support Associate

Job Type: Full-Time

Location: Wood Dale, Illinois (On-Site, Local Candidates Only)

Compensation: Commensurate with Experience

Job Summary:

The Sales Support Associate is a key member of our sales team, responsible for providing administrative, technical, and customer (B2B) support to ensure the efficient operation of the sales department. The ideal candidate is an organized, detail-oriented individual with excellent communication skills and a customer-focused mindset.

Key Responsibilities:

- Preparing and processing sales orders, invoices, and shipping documents.
- Provide product information and technical support to customers (B2B) and sales representatives.
- Respond to customer (B2B) inquiries, requests, and issues in a timely and professional manner.
- Coordinate with internal departments to ensure accurate order processing and fulfillment.
- Maintain and update customer databases, sales records, and other sales-related documentation.
- Assist in organizing and participating in trade shows, events, and sales meetings.
- Generate sales reports and assist in analyzing sales performance data.
- Collaborate with the sales team to create sales materials, promotions, and product updates.
- Perform other duties as assigned to support the sales team and achieve sales goals.
- Identify where improvement is needed in sales practices and make suggestions for improvements.
- Monitor sales performance through sales tracking tools and report progress to sales representatives

Qualifications:

- High school diploma or equivalent; some college preferred.
- Previous experience in sales support, customer service, or a related field.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook).
- Familiarity with ERP (SAGE, MAS) systems is a plus.
- Strong communication and interpersonal skills.
- Excellent organizational and time management skills.
- Ability to work independently and as part of a team.
- Self-motivated and results-driven.

Benefits:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- 401(k) Retirement Plan
- 401(k) Company Match
- 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.