



**Position: Sales Support Associate (Entry Level)**  
**Job Type: Full-Time**  
**Location: Wood Dale, IL (Local candidates only)**

**Job Summary:**

Provide high level administrative support by assisting the Sales Support Director. Duties will include answering incoming telephone calls and email, providing quality customer service, compiling data spreadsheets, maintaining accurate records, preparing reports, order fulfillment, and additional responsibilities as needed.

**Key Responsibilities:**

- Check and respond to phone calls and email in a timely manner
- Ensure computer entries are correct, maintained, and up-to-date
- Process sales orders, arrange shipments, and update invoices
- Work with UPS and FedEx shipping software
- E-commerce order processing
- Resolve pricing discrepancies
- Data entry and reporting
- Investigate data and history
- Additional responsibilities as needed

**Desired Skills:**

- Keen attention to accuracy and detail
- Strong organizational and communication skills
- Ability to multitask
- Ability to work independently as well as in a team environment
- Proficient computer and Microsoft Office skills, especially Excel
- Minimum typing speed 40 WPM

**Education and Experience:**

- Bachelor's degree or equivalent work experience

**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).