



## **Sales Administrator – North America**

Operating in more than 75 countries, Industrial Physics is the global leader in package and product integrity testing equipment. We serve our customers across five segments: Beverage & Canning, Flexible Packaging, Inks & Coatings, Materials Testing and Product Integrity. Our family of brands integrates, improves and delivers technologies vital to customers in food and beverage; pharmaceutical; medical devices; electronics; automotive; aerospace; pulp, paper and packaging; plastics and polymers; construction and civil engineering; inks, paints and coatings; and films, adhesives and flexible packaging.

### **SUMMARY OF POSITION:**

The Sales Administrator, reporting to the Director of Sales, Americas, will be responsible for helping grow Industrial Physics sales in North America through support of the outside sales team, our sales efforts, and support of order processing at the factory. This would include, ensuring smoother processing of orders and interaction between customer and factory, timely support of projects via quotations or other material, and by researching and creating leads for the sales team. In addition the position is the first line of support to our customer base with a primary goal of ensuring customer satisfaction, and facilitating excellent communication with the Industrial Physics team.

The position will be based in New Castle, DE and is base salary plus commission.

### **DUTIES AND RESPONSIBILITIES:**

- Point person for all incoming inquiries. Responsible for distributing to appropriate sales channel or technical resource, and tracking in the CRM. Ensure all inquiries are handled as swiftly as possible
- Assist in processing orders from own sales and the sales team as required. Use ERP system(s) to enter orders
- Own sales of select spares, parts, and products to specified end markets or accounts
- Provide quotations to sales channels or directly to customers as required
- Support remote sales team
- Research, email, and place calls to identify leads based on sales strategy
- Ensure customers and the sales team are fully informed and updated on status of open orders
- Attend weekly production meeting and provide feedback to customers and sales team
- Manage CRM, maintain and grow prospect lists by end markets and target groups

### **KNOWLEDGE, SKILLS AND EXPERIENCE:**

- 3+ years experience in supporting sales team
- Proven record of meeting timelines for response to customers and team
- Customer focused; ability to work within the team to ensure we meet the goal of excellence in serving customers
- Experience and proficiency utilizing an ERP
- Experience and proficiency utilizing a CRM
- Strong oral and written communications skills; strong phone presence
- Proficient in MS Office programs, particularly Word, Excel and PowerPoint.
- Attention to detail, ability to self-manage across varied desks with daily and weekly deadlines
- College degree required

For consideration, please reference Job Title and submit Cover Letter and Resume to  
Human Resources Attn: Anne Oreskovich

[aoreskovich@industrialphysics.com](mailto:aoreskovich@industrialphysics.com)