

Account Executive/Customer Service Support Coordinator

FRC Electrical Industries is looking for a Account Executive/Customer Service Support Coordinator at our Murray Hill, NJ location. The Account Executive/Customer Service Support Coordinator will provide support to the customer service and outside sales assignments for assigned department or organization under limited supervision.

Key Responsibilities

- Perform general administrative duties according to the policies, procedures, operations, organizational structures, and customer services requirements.
- Process Requests for Quote (RFQs) after conducting thorough analysis of market and competitive data, along with historical pricing.
- Act as a liaison between the customer and internal departments to ensure satisfaction based on the customer's needs, costs and time constraints.
- Provide high level technical support (such as product identification and cross reference) or redirect technical inquiries to the appropriate Product Management contact.
- Follow up on Quotations by contacting customers by phone, email or occasional personal visits.
- Assist in obtaining market data, and provide feedback to Management, as needed.
- Provide direct in-bound and out-bound sales support, when necessary.
- Provide informational assistance to management, employees, and outside sources concerning matters which require explanation, discussion and obtaining approvals.
- Maintain departmental records and data management systems using both computerized and manual information retrieval systems.
- Collect, compile, record, input, sort, and format information for departmental/divisional reports, tracking data and other applications.
- Initiate follow-up and appropriate action to expedite and facilitate departmental work processes and task completion.
- Perform and assist with special projects as required.
- Perform related duties as assigned.

Qualifications

- Inside sales experience in an industrial or manufacturing field preferred
- Must receive training identified in FRCQP-1800 as applicable.
- Must perform job duties in compliance with FRC's quality system.
- Good communication and organizational skills.
- Computer/specific software experience may be required.
- Requires general knowledge of related department/Company policies and procedures.

Apply for this position at polswold@frccorp.com if you seek a challenging Long Term Career Opportunity with a stable, growing company. We are an equal opportunity employer.