

Dealer Support Specialist

Job Description



CONFIDENTIAL

Summary

The top priority of all Dealer Support Specialist team is the delivery of outstanding service to our Dealers. The primary function of the role is to administer the order processing, financing and machine delivery for McCloskey International group products.

Main tasks & responsibilities	Location/Site	Department
<ul style="list-style-type: none"> Administers and create Customer Quotes, Transport Quotes, Sales Orders, Sales Order Acknowledgements, Works Orders, etc via CPQ. Receives information to prepare an order and has a clear understanding of production processes in order to provide accurate confirmed orders. Communicate order changes and updates to all internal parties (CSR Team, Transport, Operations, Management). Fully understand Internal Sales processes and Transport roles, to be able to provide cover in each discipline (CSR / Transport) Operate ERP System (Epicor). Operate CPQ. Ensures final file documentation meets all company audit and compliance requirements prior to hand off to the Transport / Finance Department. Resolves any discrepancies. Presents a professional work ethic & image as determined by the Company at all times, internally and externally. Maintaining excellent communication within company departments especially the Sales Team. Monitoring and evaluation of all orders and sales processes Manages and creates sales order reports. 	NI	Sales & Marketing
	Reports to	Responsible for
	Dealer Support Supervisor	Sales Order processing and related administration
	Job level/Grade	Career Level, Job Family, related Peoplepoint profile
	<ul style="list-style-type: none"> 7 	<ul style="list-style-type: none"> Career Level: Sales Coordinator Job family: Sales

Expected outcomes	Desired education & background
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<ul style="list-style-type: none"> World class consistent customer service Accuracy of data of Sales Order Processing Timely communication of order updates Excellent working relationships, internally and externally 	<ul style="list-style-type: none"> Proven industry experience with excellent customer service skills and focus. Must be excellent in MS Office (specifically Excel) with Invoicing experience. Outstanding communication (oral/written) skills required including vertically and horizontally. Be able to work in a fast-paced environment and have a positive “can do” attitude Self motivated and a confident decision maker with ability to apply solutions Ability to manage and co-ordinate changing priorities and have high standards of multi-tasking Knowledge of transportation logistics (ex. 3PLs, NAFTA, domestic/international customs procedures)
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Employee signature:..... Manager Signature: Date: