

POSITION PROFILE

TITLE: Receptionist / Sales Secretary
DEPARTMENT: Grain Dryer Sales
REPORTS TO: Grain Dryer Sales Manager
SUPERVISES: No direct report supervision responsibilities.
FLSA STATUS: Non-Exempt

This job description covers the most significant duties performed but does not exclude other occasional work assignments not mentioned. Activities, duties, and responsibilities may change at any time and without notice.

Brief Description of Job:

- Provides general office support with a variety of clerical activities and related tasks.
- Responsible for answering incoming calls and forwarding to appropriate staff, greeting visitors and directing as needed, mail gathering and distribution, sending order confirmations via email, maintaining machine file and owner records database, and assisting Grain Dryer District Sales Managers with miscellaneous tasks.

Essential Functions:

Receptionist

- Company-wide position. Will be performing various tasks for company-wide functions.
- Answers telephone, screens calls and directs call to the appropriate person for all departments.
- Greets and directs visitors as needed.
- Collects and delivers mail to Post Office. Distributes incoming mail to appropriate staff.
- Answers or forwards emails as needed.

Sales Secretary

- Sends order confirmations via email.
- Maintains machine file and owner records database.
- Matches closed order invoices and files appropriately.
- Organizes completed product quotes.
- Organizes Service Schools and Dealer Meetings by setting up locations, arranging hotel accommodations, ordering food, etc. Creates invitations and distributes to dealers.
- Assists Sales Managers in creating mailings, power point materials, literature, etc. Pulls appropriate literature as needed for mailings, shows, and meetings.
- Reserves spacing at Farm Shows per Sales Manager requests. Completes registrations, and secures availability of needed resources (electricity, tents, etc.).
- Assists with Co-op advertising to be placed.
- Orders promotional items and materials as approved.
- Orders product literature and maintains stock on-hand.
- Primary duties will be in the Grain Dryer division however, clerical duties may encompass tasks from either the Grain Dryer division or the Lawn Mower division as well as other departments, as needed.

Educational Requirements:

- High School diploma or GED preferred, but not required.

Skills/Experience Requirements: Experience in the following elements required:

- Previous customer service experience required.
- Strong phone skills and ability to identify and resolve customer issues.
- Ability to read, write and speak the English language.
- Proficient in Microsoft Programs, (i.e. Excel, Word, PowerPoint, and Outlook).
- Excellent organizational and proven verbal and written communication skills.
- Ability to prioritize and multitask with a strong attention to detail is mandatory.
- Willingness to learn products, policies and procedures on an ongoing basis.