



**Title:** Inside Sales Account(s) Manager  
**Reports To:** Sales Manager

**Summary:** Inside Sales Accounts Manager has administrative responsibilities for all accounts assigned to this position either directly or via linkages established between this position and the Business Development Manager(s). Key functions of this position requires taking up direct responsibilities for management and business operations related to the assigned customer accounts.

**Job Responsibilities:**

- Oversee and be directly responsible for providing technical and commercial information related to the company's business in a timely manner.
- Monitor the entire supply-chain from factory to the end-user and flag any deviations from established schedules to ensure timely corrective intervention.
- Coordinate internally to respond to service requests, inquiries and complaints.
- Address complaints and ensures maximum goodwill for the organization from business partners & other business associates.
- Act in accordance to company's policies & procedures to process incoming customer purchase orders.
- Ensure consistency & agreement between quotes submitted to customers and purchase orders received referencing specific proposals, prior to execution.
- Initiate actions for proper order execution after receipt of customer's purchase order in terms creating an internal sales order after completing the due diligence and necessary approvals as required by the work flow policies & procedures of the company and then generating a purchase order for the vendor.
- Track order completion status and advise Accounting regarding issuance of invoice for release of payments.
- Be conversant with the manufacturing processes of different product lines of the company and liaise with the application engineer to resolve issues that arise at the vendor or customer's end.
- Independently manage & administer customer inventories in line with company's business goals.
- Will be responsible for additional tasks as assigned by reporting manager.

**Position Requirements:**

- Bachelors degree preferred, but not necessary
- Minimum of 3 years experience in customer service
- PCB industry experience preferred, but not necessary
- Desire and ability to develop new accounts
- Enthusiastic, highly motivated individual with serious work ethic
- Ability to succeed in fast paced environment
- Strong Communication Skills
- Able to work independently, tenacious; goal oriented
- Knowledge of Netsuite desired, but not necessary
- Must be proficient in MS Office

**Note:** The intent of this job description is to provide the representative with an overview of the duties and responsibilities that will be required of this position and shall not be construed as a full description of the specific duties and responsibilities for this position. Employees may be directed to perform job-related tasks other than those specifically described here. Circuitronix is an Equal Opportunity Employer and embraces diversity as a critical step in ensuring employees success. We are committed to building and developing a diverse environment where a variety of ideas and perspectives can thrive. Applicants are requested to email their resume along with cover letter to [humanresources@circuitronix.com](mailto:humanresources@circuitronix.com).