



## Customer Care & Outside Sales Apprentice

JOST International, a leading global manufacturer of fifth wheels, landing gear, king pins and bearing turntables is currently seeking a Customer Support & Outside Sales Apprentice (Representative) to fill a new position within the company. To be successful in this new role, the candidate must have a Bachelor's Degree in Business Administration or related field, must possess strong communication skills, be organized, effective, efficient, and highly personable. Must also be able to plan and execute projects timely with proven management skills. Solid computer related competency to include contact database programs is also required. This position reports to the Inside Sales Manager and the VP Of Trailer Product Sales & Development. In addition, this new position entails training in house within our Inside Sales Department for a minimum of 12-18 months then may move and will be assigned to a defined US Territory as a JOST International Regional Outside Sales Representative. The starting duties of this new position will be to create and maintain customer relations, processes sales daily orders timely and accurately and work directly with customers to meet their needs and to build customer relationships. During training, this position is charged to learn our customers, our product line as well as the detailed function and application of all of the JOST products and product lines. This position will also support the Inside and Outside Sales with their customers and requests performing daily order entry as well as pertinent and timely day to day communication to other JOST Inside Sales team staff members. When transitioned to an outside territory, this position will then be responsible for establishing contacts with existing customers, identifying new opportunities and following up on potential leads as well as supporting all customers within the territory. As an Outside Sales Apprentice (& Representative), this position will also monitor industry trends in order to identify emerging markets, potential customers and develop plans to utilize those markets to expand revenue and company success.

### **About This New Position:**

- Customer service which includes answering phone calls, emails, and all related from initial contact for order or order inquiry to customer receipt of product to pertinent followup.
- Provide detailed communication and feedback to JOST Inside and Outside Sales team staff and departments to ensure orders are timely, correct with appropriate lead times and other related.
- Order Entry into the AS400/SAP, ERP system for all domestic and international sales to customers and as required for accurate and appropriate shipping lead time, dates for production planning and manufacturing purposes
- Provide sales quotation's to customers using predefined guidelines, under the direction of the VP of Trailer Product Sales & Development.
- Learn, develop and cultivate relationships with JOST customers to positively impact future business opportunities.
- Learn and understand and have the ability to apply product knowledge, application and use in depth and with detail for outside field work.

## **You May Be Right For This Position If You Have:**

- Bachelor's Degree in Business, Business Administration, Economics, Marketing, Communications and related. (a Minor or additional classes in Accounting is also a plus for consideration)
- Ability to train in house as outlined above; may then relocate to work directly in field with seasoned Territory JOST Sales Representative; may be relocated and assigned a new home office location within the continental United States.
- Solid working knowledge in Microsoft Office; Excel, Word and Outlook.
- Excellent communication, verbal, written and interpersonal skills.
- A High level of attention to detail and accuracy with a self-starter aptitude.
- Ability to learn the AS400 system and ERP systems.
- Ability to gain working knowledge and in depth understanding of JOST International's; Product Lines, Customer Base, Safety Procedures, Quality Systems and Basic Processes.
- Capable of working in a fast paced office environment with successful multi-tasking and the ability to handle multiple projects at various stages of completion, successfully and timely with proper and timely documentation.
- Good driving record with no active driving infractions/tickets and the ability to travel in the United States of 50% or more is required for this position after completion of required Inside Sales training period.

Qualified candidates submit a current resume. The resume must include a brief letter of introduction with applicable Bachelor's Degree information and prior work references.

*JOST International is proud to offer a competitive salary and benefit package which includes; 401k, medical and dental insurances, Health Savings Accounts, prescription insurance, vision insurance, plus additional voluntary insurances as well as bonus programs.*