



## « Professional Growth »

The Swiss Telsonic Group has been offering industrial ultrasonic solutions in Europe, America and Asia since 1966. Constant innovations help ensure that, in many applications, Telsonic has established a lead over competitors that offers added value to customers. With over 250 highly qualified staff, the owner-managed company specializes in metal and plastic welding as well as ultrasonic cleaning, cutting and screening (sieving). All over the world, customers in fields such as automotive, aerospace, packaging and medical technology value the company's comprehensive services and broad range of ultrasonic components for automation integrations as well as its complete welding systems.

Telsonic Solutions LLC, the North American metal welding division of Telsonic Group, is a professional and energetic subsidiary based in North Billerica, MA since 2010 and rapidly growing.

## Inside Sales Coordinator

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**We are seeking a professional, enthusiastic, and hardworking individual to join our team at our North Billerica, Massachusetts USA Location**

### OPPORTUNITY / WHAT WE OFFER

- We are seeking a professional and enthusiastic person to join our North Billerica, MA location as a **Inside Sales Coordinator**.
- Excellent benefits: Health, Dental, Vision, 401K w/company match, Life, Short & Long-Term Disability Insurance, etc.
- We have onsite state-of-the-art fitness room, free snacks and drinks, cafeteria with ping pong table and gas grill, culture committee that coordinates activities for creating an engaged and respectful company culture, and more!

### MAIN RESPONSABILITIES

- Responsible for answering incoming calls to the main line
- Provide customer support via email, phone or video for:
  - Part numbers, pricing, quotes, shipping documentation, orders, product information, RMA's, etc
- In case of service requests, ensure an effective hand off to service
- Create and submit Sales quotations
- Prepare presentations/proposals as assigned
- Participate with accurate information on PO kick off meetings
- Support Outside Sales Reps & Mfg. Reps on all activities above
- Lead processing by email or phone for initial qualification.
- Maintenance and reporting activities on CRM
- Support marketing dept (Trade show, Event support, mailings, etc)
- Administrative support for the Company management as needed
- Develop and own processes to streamline Sales department
- Other duties as required

### YOUR PROFILE / JOB REQUIREMENTS

- Preferred minimum of 2 years' experience working experience in a sales and marketing organization.
- Preferred knowledge with accounting software (e.g. Sage 50).
- Ability to work closely with staff and customers.
- Able to work under pressure and meet tight deadlines.
- Possess a sense of urgency to meet customer ship orders.
- Preferred knowledge of intermediate Microsoft Excel (Pivot Tables, vlookups, graphs, etc), CRM and Word.
- Ability to keep confidential sensitive company information.
- Highly organized and detail oriented with the ability to multitask.
- Ability to work alone with minimal supervision.
- Able and willing to respond to unexpected customer or business needs by occasionally working from home, long hours, nights or weekends.
- Strong oral and written communication skills.
- Bi-lingual and Working knowledge of Spanish is highly preferred.
- Motivated and proactive to continuously improve own processes.
- Exceptional organizational skills.
- Team Oriented with strong external & internal customer service attitude.
- Be a hardworking and honest person
- Domestic and/or international travel occasionally required (15%)

If you are ready to advance in your professional career, please submit your resume to:  
[Jobs.Boston@Telsonic.com](mailto:Jobs.Boston@Telsonic.com) . Please use Subject: **"Inside Sales Coordinator"**

