

Position: Retail Sales Support Specialist

Location: Eden Prairie, MN

Division/Department: North American Retail Division

Exemption Status: Exempt

Posting Date: August 7, 2017

Position Summary

Provide administrative support to the sales team and overall sales process to ensure customer needs are met. Conduct frequent reporting and analysis of sales figures. Develop and participate in strategies and activities geared towards creating the ultimate customer experience.

Primary Essential Responsibilities

- Works closely with VP of Retail Sales and Retail Sales Team in managing daily account activities of Pinnacles large and complex customer accounts.
- Collaborates with Sales and Operations Planner to ensure customer program requirements are met.
- Produce and analyze daily, weekly, and monthly sales, inventory and point-of-sale reports.
- Analyze out-the-door sales activities, interpret out-of-stocks and communicate inventory needs to our customers to drive replenishment orders.
- Assist in managing all customer vendor portals as well as syndicating all necessary digital assets, content and item data required by our customers to effectively purchase and sell our products online and in stores.
- Works closely with Sales & Product Marketing to maintain and propose digital content, data and assets needed by our customers.
- Continuously evaluates customer Item databases for accuracy and maintenance (add/delete/edit) as necessary.
- Evaluate trends and perform complex analyses that identified opportunities for improvements to further sales objectives.
- Prepare the analysis and participate in the development of monthly sales forecasts.
- Assist the VP of Retail Sales and Retail Sales team with forecast changes and resolve forecasting issues or discrepancies.
- Assist in new product set up and product introductions. Provide promotional materials and request to customers.
- Updates inventory daily in customer portals, checking web portal for customer orders and sends to Customer Care for processing.
- Assist with claims/fines/payment deductions by conducting fact-based investigation and working with customer care and operations staff to resolve discrepancies.
- Maintains accurate and organized customer contact information in NetSuite.

- Proactively communicates in a timely manner with external customers about order verification, order status, pricing and shipment status. Verify lead times, schedule customer orders according to their delivery needs and communicate special handling requests.
- Promotes customer satisfaction through team-based problem solving and regularly participates in cross-functional continuous improvement teams to solve recurring customer issues.
- Performs other duties as required and assigned.

Qualifications and Skills

- Bachelors Degree or equivalent
- 3-5 years' experience in a customer-facing sales support role
- An understanding of Home Centers (Lowe's, Home Depot, Menards) and/or dotcom (Amazon, Jet, Wayfair, etc..) channels a plus
- Must have experience or familiarity of vendor portals (such as Vendor Dart, Home Depot Link, IDM, Amazon Vendor Central, etc.)
- Exceptional customer service with ability to work in diverse global business environment
- Ability to handle customer complaints and manage professionally
- Ability to analyze and solve problems
- Demonstrates strong organizational skills.
- Ability to communicate cross functionally. Good verbal and written communication skills.
- Ability to work well under pressure, time-constraints and shifting priorities.
- Proficient using Microsoft Office: Outlook, Excel, Word and order management systems (NetSuite) preferred.
- Authorized to work in the US without company sponsorship
- Must be located close to Eden Prairie, MN with access to transportation.

Competencies

- Creation and analysis of sales reports, inventory and point-of-sales reports
- Trend analysis completed to identify improved sales objectives
- Trusted forecast metrics
- New Product set-up and introduced to customers
- Error-free order management requiring attention to detail

Compensation

- Competitive compensation based on qualifications and experience
- Benefits include healthcare, dental, vision, 401K, PTO, life and disability insurance, etc.

Working Conditions

Work is typically performed in a standard office setting working at a desk or table on a level surface. Periodic travel (every other month) to China and weekly travel to Sauk Rapids facility (1 time a week) is expected. May be required to work more hours than normal during a regular workweek depending on workload and deadline requirements.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

About Pinnacle Climate Technologies

Pinnacle Climate Technologies develops, manufactures and distributes heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, Pinnacle serves a diverse customer base in over 25 countries, on every continent. With brands that include MASTER®, Schaefer®, Remington®, Pro-Temp®, Americ®, and Stanley®, Pinnacle is positioned as the global leader in industrial/construction heat, and portable ventilation products.

Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability, veteran status, national origin or other legally protected classifications.

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