

Position: Sales Support Specialist

Location: Eden Prairie

Exemption Status: Exempt

PCT Employees interested in applying for this position should submit a resume to Human Resources by Friday August 27, 2021.

Position Summary:

While supporting Pinnacle's core values of Customer Focus, Team Player, Positive Attitude, Accountable/Dependable, Do the Right Thing, the role will support the overall sales process of the International, North American Retail and e-Commerce Sales team to ensure customer needs are met. Act as a liaison between our Sales team, internal departments, and customers to help organize customer program information, create sales reports, and support retail sales customers. Conduct frequent reporting and analysis of sales figures. Develop and participate in strategies and activities geared towards creating a profitable customer portfolio. Support Sales Leaders in the management and maintenance of e-Commerce customers.

Primary Responsibilities

- Maintains an accurate database of customer programs, including all pricing and freight terms, and ensures that the updates flow through all applicable systems.
- Works closely with sales leaders and customers to ensure all orders are accurate, received and fulfilled in a timely manner.
- Update, analyze, and manage weekly, monthly, and quarterly sales, inventory, and point-of-sales reports.
- Participate in weekly Sales and Operations meetings to help monitor orders, shipments, delivery status, to ensure on time delivery of products to our customers to meet monthly financial objectives.
- Collaborate with finance to understanding client profitability with an emphasis on the total costs and profitability associated with our customer programs. Communicate the program allowances to the Sales Team.
- Assist Marketing upon request to ensure all digital content is uploaded on all applicable e-commerce sites in a timely fashion.
- Assist with claims/fines/payment deductions by conducting fact-based investigation and working with customer care and operations staff to resolve discrepancies.
- Promotes customer satisfaction through team-based problem solving and regularly participates in cross-functional continuous improvement teams to solve customer issues.
- Collaborate with marketing to develop content that drives sales and improves consumer awareness and search ranking.
- Other duties as assigned.

Reporting Relationship

- Reports to VP of Sales

Qualifications and Skills

- Associate Degree in Business or equivalent education and experience, Bachelor's degree preferred
- 2-4 years' experience in a customer-facing sales support role
- An understanding of Home Centers (Lowe's, Home Depot, Menards) and/or dotcom (Amazon, Houzz, Wayfair, etc..) channels a plus
- Experience working with a remote sales team.
- Self-starter and organized to effectively manage workflow in a fast-paced environment
- 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
- Handles customer complaints and manages professionally
- Ability to analyze and solve problems
- Planning and organizing
- Works well under pressure, time-constraints and shifting priorities.
- Proficient using Microsoft Office: Outlook, Excel, Word and order management systems (NetSuite) preferred.
- Act with a sense of urgency.
- Must be able to work in the US

Physical Demands

The physical demands described here 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.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the incumbent may be required to stoop, bend, or reach above the shoulders. The employee must occasionally lift, up to 50 pounds, for tradeshow set up and tear down.

About Us

Pinnacle Climate Technologies (PCT) invents, develops and manufactures heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, PCT serves a diverse customer base in over 25 countries, on every continent. With brands that include Master®, Schaefer®, Remington®, ProTemp®, Americ®, and STANLEY®, PCT is positioned as the global leader in industrial/construction heat, and portable ventilation products. For more information visit www.pinnacleclimate.com

Why Join Us

Our brands, both young and mature, now have 65 years of experience to draw upon as they optimize manufacturing efficiency, perfect distribution, and lead the industry. And with that, we're now able to innovate faster and more effectively deliver the highest-quality products to the marketplace. As a result, Pinnacle Climate Technologies is home to brands that are recognized worldwide for reliability, durability, and innovation. At Pinnacle—We make it possible.

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.