



Job Title	(Sales) Office Assistant	Employed Status	At-will
Location/Department	Brea / Sales/ WW Division	Travel Required	No
Salary Range	\$29,120 - \$35,360	Position	Full-time/Day Shift/40hr week
Reports To	Sales Supervisor	Direct Reports	None
Comp Category	Non-Exempt / Hourly Paid	Remote Worker	Yes, with agreement / permission due to Covid

Job Rationale

Job Purpose:

ITP is a service lead organization. The Sales Department exists to support customers and maximize sales. The office assistant supports the admin tasks of customer focus and SOP functions.

This role interacts with:

All departments internally, vendors and customers

Job Importance:

Following processes, timely quotes, learning products, limiting unnecessary cost and maintaining accurate documentation and data entry is critical.

Financial Responsibility:

Limited, under guidance of the Sales Supervisor

Organization Overview:

Industrial Threaded Products, Inc. (ITP) is a \$22m company experiencing annual growth and recent expansion through acquisition of Construction Tool and Threading. The continued success of ITP is entirely dependent on the sales, distribution and manufacture of threaded products and fasteners. The Brea, CA headquarters hosts centralized accounting, sales and purchasing functions as well as packaging and kitting operations and is the Southern Californian base for directors of the business. Fabrication and manufacturing operations sit within the Rancho Cucamonga, CA facility and the Fresno, CA hub services Northern California. All sites deliver to customers, manage VMI's and offer will-call. ITP has been family owned and operated since 1979 servicing the Western United States. ITP's core business is the construction industry but our industry knowledge is diverse and satisfies a number of industries and market segments. Our fundamental strength rests in our customer service, product knowledge and value pricing. ITP is the "go to" company for both standard and hard to source fastener needs.

ITP's Core Values

Our core values are intrinsic in all we do, and all employees must learn and work to them in all they do:

Serving (we thoroughly enjoy providing a level of quality & service that goes far beyond what is expected)



Hardworking (we are passionate and will outwork any competitor with efficiency and relentless focus)

Innovative (we choose to be a solutions-driven company committed to strategic innovation)

Relational (people matter deeply to us and we treat them with the highest level of respect and loyalty)

Trusted (we are honored by the level of trust given to us by our customers and we embrace our reputation)

Physical Requirements

Training Plan

Physical Activity:- Low impact activity

Strength:- Little required

Agility:- Low - ability needed to bend, reach, sit or stand

Frequency:- Majority of week is carried out in stationery position with use of computer/phone.

Duration of effort:- exchanging information, moving, operating a phone and computer, sitting, bending, leaning and reaching will be required for much of each working day.

- 30, 60 and 90 day training and mentoring plan to work to upon hire
- Fastener Institute Product training videos during onboarding and thereafter (20+ courses)
- 90 Day Performance Review
- Mentor to work with (ongoing).

Essential Functions of the Role

Written and Verbal Communication (50% of role)

Answering inbound calls into the business. High level of customer service skills required.

Outbound calls as required (such as calling customers, vendors and freight providers).

Internal calls to communicate with other departments and colleagues

Ability to confidently negotiate and expedite over the telephone

Email Communication with customers, 3rd parties, and internal departments as needed.

Administration (50% of role)

Support the business with general sales administration in all areas of the sales order process SOP

Data Entry (with high accuracy levels)

Estimating

Quotes and follow ups

Portal Management

Running data queries and generating reports

System entries, accurate and timely to meet expectations

Creating and Receiving documentation for ongoing needs and one off projects as assigned

Learn to identify product ranges and terminology

Work with accounts on payment issues of customers

Other admin and special projects as required by the sales supervisor

IT systems

Ability to learn and use a variety of software and hardware including Microsoft products, VOIP telephone system, printers, fax, computer, software and P21 ERP system



Targets and Goals

Monthly, Quarterly and annual goals should be understood and met as set by your manager.

You will be required to learn the products of the business and ongoing on the job training will be given for this.

This is not an exhaustive list and other related duties may be required. ITP is ADA compliant and welcomes requests for accommodations to the listed essential duties from employees with ADA recognized conditions.

Person Requirements:

REQUIRED:

- High School diploma or equivalent
- (1 year) experience in office administration
- Strong computer skills, with ability to use Outlook, Excel, Word (programs and software)
- Ability to learn and use company's ERP system
- Strong organizational skills
- Strong in-person communication skills with a positive can-do attitude
- Good mathematical aptitude and skills.
- Strong persuasive and interpersonal skills
- Strong attention to detail / levels of accuracy
- Ability to pre-empt, identify and meet business' purchase administration needs and requirements
- Strong problem-solving ability
- Excellent time management skills and ability to multi task with regular interruptions
- Excellent verbal and written administration skills
- Experience of high call handling and excellent telephone skills (1 year)
- Self-starter and team player able to function well in a fast paced environment
- Works towards team goals under tight deadlines
- Ability to translate accurate information internally and externally

DESIRABLE

- Bachelor's degree
- Experience in the fastener industry
- Skilled in negotiation
- 5 years administrative experience
- Experience in construction or waterworks industries
- Experience of using Epicor P21 ERP system
- Experience of sourcing materials
- Experience of importing administration
- Experience of customs and duties
- Bi-Lingual is a plus (Spanish)

