

**Position Summary:**

Aqua Star (USA) Corp is looking to fill the role of a Sales Support Manager at our office in Seattle, WA. Reporting to the Senior VP Sales, the main responsibilities for this role will be to provide sales support to the sales team through accurately and efficiently managing order processing from the receipt of the customer purchase order to the timely delivery of that order to the customer and provide support to the Retail department. This position will communicate with customers in a positive manner with the goal of accurate order entry and on time delivery, enhancing the relationship with both companies.

Responsibilities:

- Order execution: Entry of customer purchase orders, verify pricing and product availability, then follow through to ensure on time delivery.
- Communication: Possess the ability to communicate effectively with both your team and our customers, as well as the ability to resolve issues.
- Customer Relations: Work closely with the sales team to answer questions and handle problems in a professional and expeditious manner.
- Samples: Prepare and ship customer samples according to specifications. Track samples sent out to all customers.
- Product Knowledge: Develop and maintain vast knowledge of our product.
- Assist to identify opportunities for system and/or process improvements.

Experience & Skills:

- Customer service experience in an office setting preferred
- Strong administrative and organizational skills
- Capable of multi-tasking and working under pressure with tight deadlines
- High attention to detail, demonstrating a high degree of accuracy and sense of urgency
- Outstanding customer focus with a "can do" service attitude
- Strong problem solving skills
- Strong proficiency in Microsoft Word, Excel and PowerPoint
- Seafood experience is helpful, but a willingness to learn in-depth information on our products is essential

Education:

- College education highly preferred

Benefits:

- Affordable and comprehensive Medical, Dental, and Vision plan options
- Optional Flexible Spending Accounts
- 401K Plan with company matching
- Additional Employer Provided Benefits: Life/AD&D, Short-Term and Long-Term Disability, and Employee Assistance Plan
- Annual Profit Sharing
- Commuting/Parking Reimbursement
- Health Club Reimbursement
- 2 weeks of Paid Time Off for new employees
- 8 Paid Holidays per year