



Customer, Sales & Marketing Support – OMICRON Lab - USA

OMICRON Lab is part of the OMICRON group, focusing on low-frequency vector network analysis. Our vector network analyzer Bode 100 is a valuable tool used in electronic engineering and research in more than 60 countries worldwide. To support our growing business in North America, we are looking for a marketing, customer and sales support representative to be based in Houston TX.

This position is responsible for assisting our Sales and Application engineer in preparing quotes, invoicing customers, supporting marketing activities, while performing extraordinary customer service.

For more information about OMICRON Lab specifically, please view our web page www.omicron-lab.com.

Essential Job Functions

- Integrate and work with the Sales and Application Engineer and the international OMICRON Lab team to achieve common goals for high customer satisfaction in the sales process
- Assist in customer support and attend to customer inquiries and calls during US Central Time business hours
- Guide and support the entire sales process
 - Prepare quotations, shipping documents, and commercial documents for bidding activities
 - Follow submitted quotations and coordinate with the Sales and Application Engineer for any clarifications
 - Process purchase orders received
 - Ensure that the customer's order gets processed and shipped
 - Invoice the customer for shipped orders
 - Manage the collection process for invoiced equipment/services
- Improve and maintain data quality in CRM and ERP systems, especially for accounts, contacts, quotations, and orders

- Follow up on event and marketing contacts as needed
- Follow up with suppliers/couriers regarding customer inquiries
- Support the organization of promotional activities, and participation at conferences, user meetings, seminars, and local exhibits
- Provide marketing material support (graphical artwork, text reviews, newsletter creation, etc.) to the OMICRON Lab team on demand
- Assist with organization and support of regional events in co-operation with the marketing & sales managers, and other internal stakeholders
- Assist with organization of logistics and shipping (equipment, trade show displays, etc) for regional events
- Support the efficient and complete follow-up of all events (e.g. contacts and leads for CRM)
- Additional tasks may be added as this role becomes more established

Knowledge, Skills & Abilities

- Excellent command of written and spoken English
- Good computer skills and understanding of database structures (preferred)
- Prior experience with a CRM and/or ERP system (preferred)
- Attention to detail and strong problem-solving skills
- Reliable work style with self-initiative
- Enjoy working in a small, world-wide team environment
- Available to participate in company's promotional activities (fairs, exhibitions, conferences, etc.).
- Graphical computer artwork skills are a plus
- Spanish as a second language is a plus

Work Experience

- At least 2 years customer service and sales support experience required
- Advanced level in Microsoft© Word, Excel programs, and Outlook required

Location

- Houston TX

Education

- High school diploma required
- Business and/or some college courses preferred

This is not an exhaustive list of all duties and responsibilities. OMICRON electronics Corp. USA reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

Working Conditions

- **Physical Demands:** In general, the following 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 allow differently-abled individuals to perform the essential functions of the job.
- Must be able to see, hear, speak and write clearly in order to communicate with customers; manual dexterity required for occasional reaching and lifting of large objects more than 50 pounds/ 23 kg, and operating office equipment; Frequent sitting, occasional bending and kneeling.
- **Work Environment:** In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow differently-abled individuals to perform the essential functions of the job within the environment.
- The office is clean, orderly, properly lighted and ventilated. Noise levels are considered low to moderate.

OMICRON provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability and genetic information.