



Sherex Fastening Solutions
400 Riverwalk Parkway
Suite 600
Tonawanda, NY 14150

Sherex Fastening Solutions

Job Description

Strategic Account Representative

Summary: The Strategic Account Representative (StAR) position is a critical job function within Sherex Fastening Solutions. This position serves to support our customers' needs, facilitate sales, and have complete understanding of Sherex products to offer customers and clients solutions that will benefit their applications. This position also supports the sales operations, our outside sales team, and requirements of the customer to achieve the highest level of customer satisfaction.

Department: Inside Sales

Supervisor: Inside Sales Manager

Essential Duties and Responsibilities:

- Enter and acknowledge customer purchase orders.
- Provide quick quotes to customers and update any pertinent contact information in the CRM system.
- Meet with Supply Chain teams to coordinate supply with short term and long term customer demand.
- Participate in various projects (information gathering, lead support, distributor programs, etc) when necessary.
- Utilize our systems to provide the timely delivery of products from Sherex Global supply network.
- Keep the order dates and delivery dates in our system up-to-date and accurate.
- Study sales records and inventory levels of current stock to assist in developing strategic purchasing programs.
- Assist in any way to control inventory levels and improve on inventory turnover rate.
- Foster harmonious working relations with all Supply Chain partners (Suppliers, Internal and External Customers).
- Evaluate and monitor contract performance to ensure compliance with contractual obligations and to determine need for changes.
- Maintain and review computerized or manual records of item sales, purchases, costs, delivery, product performance, and inventories as required.
- Work with Sherex Outside Sales Team and Sales Representatives to maintain current business relationships and develop new projects with distributors and OEM's.



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Qualification Requirements:

Education

- Bachelor's degree preferred.

Experience:

- At least 3-4 years of experience in sales/customer service.

Language Skills:

- The ability to read and write in English, as well as maintaining records and creating reports for various purposes.
- Ability to effectively present information and respond to questions in one-on-one and group situations involving employees, suppliers and the public.

Mathematical/Analytical Skills:

- Basic math skills, ability to use conversion formulas.

Other skills and Abilities:

- Basic mechanical aptitude.
- Strong computer skills including Word, Excel and ERP/CRM systems.