



Job Title:	Business Support Associate	Reports To:	Business Manager
Date Created:	9/17/2020	Revision:	2.0
Department:	Sales		
Location:	Houston		

Job Summary: The Business Support Associate provides a valuable link between the District Business Manager and Dealers but also plays a key role in a supplier's product distribution and availability. This role is responsible for supporting the Sales team throughout the sales process, providing pre- and post-sales support including but not limited to; availability, sales order processing, credit verification, invoicing, and maintaining the whole goods SAP system. Though they are not involved in selling directly, their contribution is critical in achieving sales targets.

The Business Support Associate is the vital link between the Sales staff and the customers. This role provides an entry level opportunity to join the Kobelco organization and will provide the necessary skills for several different paths of advancement.

ESSENTIAL FUNCTIONS:

- Partner effectively with the Field Sales Team to drive territory sales and maintain positive distributor relationships.
- Daily follow-up, communication, and fostering of customer relationships.
- Provides daily support to field sales personnel and dealerships daily. This includes providing availability, pricing financing, and product information.
- Monthly reporting including, available production, order backlog and monthly sales reports.
- Ensure inventory and billing accuracy by verifying machine specifications against orders and invoices.
- Organizes and maintains hard copy and electronic documentation supporting order fulfillment, distribution means, pricing, and contractual obligations.
- Enter and coding of invoices to apply the expenses to the appropriate cost centers.
- Support the development, implementation, and execution of the structured whole goods and supply chain process.
- Logistics coordination and follow-up.
- Works with supervisor to effectively resolve ordering and billing discrepancies that are outside one's control.
- Special project support as required.

SKILLS REQUIRED:

- Patience to learn the position.
- Strong organizational skills.
- Ability to multitask and shift focus.
- People Person – high energy / confident.

- Strong written and verbal communication skills.
- Strong problem-solving skills.
- Adaptable and willing to embrace change.
- Self-motivated and self-directed.
- Flexible and willing to change gears quickly.
- Ability to see the big picture and the importance of role within the team.
- Attention to detail.
- Strong working knowledge of Microsoft office.
- Prior SAP experience a plus.
- Customer service and sales background a plus.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- College Degree in Business Administration, Sales & Marketing, Industrial Distribution, Supply Chain, or relevant degree required.

LICENSING OR OTHER SPECIAL CERTIFICATIONS REQUIRED:

KOBELCO has long been known for its quality line of excavators in the 3,000 lb. to 180,000 lb. classes. By focusing on a single line of equipment, the company has become known as excavator perfectionists. While some companies manufacture multiple lines of equipment, KOBELCO dedicates their research and development dollars to improving and enhancing their singular product line, ensuring they deliver excavators that can withstand the day-to-day rigors of demanding jobsites, while providing operators with all the production and comfort features required for a profitable day's work.

KOBELCO Construction Machinery USA is dedicated to producing a full range of crawler excavators for the rental, landscape, construction, aggregate, roadbuilding, material handling, site preparation, recycling, and ancillary markets, including zero tail swing, standard and compact models. KOBELCO machines are well-known for their advanced technologies including an innovative noise and dust reduction system, advanced hydraulic circuitry for reduction of pressure loss and superior fuel efficiency.

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