

Sales Operations Team Member

Kitchen Brains....Who we are

Kitchen Brains, now in its 52nd year, is the global leader in the development, manufacturing and deployment of innovative controllers, timers, sensors and IoT/Cloud software solutions for commercial kitchens that increase sales, drive down costs, ensure product quality and elevate the guest experience. With headquarters and a manufacturing facility in Connecticut; offices in Florida, London, Shanghai and Singapore; and products sold in over 120 countries; Kitchen Brains continues to grow along with the demand for commercial kitchen automation.

The Sales Operations Team Member will coordinate and support the efforts of business development, sales, and marketing. The person filling this position must be able to work in an entrepreneurial and fast-paced environment, be self-motivated, adaptable, a problem solver, and an independent thinker.

Responsibilities of the role:

- Build and maintain customer relationships by collaborating with the Field Sales and Independent Manufacturer Reps
- Provide timely and accurate order entry and confirmation
- Ensure accurate customer records in ERP system
- Contribute to the development and execution of strategic sales for key accounts
- Assist in proposal generation to pursue new business
- Coordinate with manufacturing to ensure on-time shipment
- Issue resolution – process return material authorization requests for service/warranty issues
- Coordinate logistics and prepare appropriate documentation for international shipments
- Perform customer onboarding subscribing to the Kitchen Brains Suite of products
- Provide outstanding customer service, for both internal and external customers
- Interact with internal and external clients, assisting them with all aspects of products and sales
- Proactively drive new orders and sales opportunities through direct contact with customers
- Assist in new opportunity tracking, administration and management
- Data compilation and reporting as requested

- Work with accounting department to audit, organize accounts to match with contracts and billing
- Work with the Sales and Technical teams to provide recommendations and price quotes for new solutions, upgrades and add-ons to existing and new clients

Requirements:

- Bachelor's degree in business or related field preferred
- Fluent in Mandarin Chinese
- 2-5 years' experience in a proactive customer support role or Field Sales Role
- Experience in a SaaS Technology company a plus
- Advanced proficiency in Microsoft Office, ERP and CRM software packages
 - Strong verbal and written communication skills
 - Strong business knowledge of various functional areas including Sales, Operations, Finance, and IT preferred
 - Experience in a manufacturing environment preferred
 - International Sales and shipping experience a plus
 - Able to multi-task and deliver work assignments to various constituencies with competing needs
 - Demonstrate an upbeat positive attitude and the ability to thrive in a matrix-managed team environment
 - Occasional travel will be required for some customer visits and trade shows in the future.

Qualified applicants should email their resume and salary requirements to careers@kitchenbrains.com

EQUAL OPPORTUNITY EMPLOYER