



JAC Recruitment

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USA



PR/086674 | Inside Sales Representative

Job Information

Recruiter

JAC Recruitment USA

Job ID

1537872

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

United States

Salary

Negotiable, based on experience

Refreshed

May 1st, 2025 20:04

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

POSITION SUMMARY

This position supports the full order cycle for product parts, including sourcing, quoting, order processing, vendor coordination, and customer communication. The role requires strong attention to detail, responsiveness, and collaboration with internal departments to resolve issues and ensure customer satisfaction. In addition, occasional hands-on tasks may be required—such as verifying shipments, managing inventory in the ERP system, or assisting with packing and documentation to support logistics operations.

RESPONSIBILITIES

- Monitor and respond to emails promptly to ensure timely communication with customers and internal teams.
- Identify customer needs for product parts and related services.
- Source requested parts efficiently, ensuring accuracy and alignment with customer specifications.

- Communicate with vendors to confirm pricing, export requirements, part specifications, and lead times to meet customer expectations.
- Prepare and issue detailed price quotations based on customer inquiries and current vendor information.
- Review customer purchase records and company profiles; adjust pricing, lead times, or terms as needed to align with internal policies and customer history.
- Process customer purchase orders by verifying all details and coordinating with relevant departments when necessary.
- Address and resolve any issues such as mis-shipments, lost or damaged parts, product defects, or customer complaints in a timely and professional manner.
- Manage ETA (Estimated Time of Arrival) requests by following up with vendors and the logistics team on overdue shipments, and proactively update customers on order status and tracking information.
- Maintain and update spreadsheets, including ETA and past-due lists, to ensure accurate tracking of open orders.
- Follow up on past-due invoices and coordinate with the Accounting Department to resolve billing issues.
- Maintain accurate customer records in the database and update customer portals as needed.
- Collaborate with the Operations Department on matters related to shipments, customs, and supplier-related challenges.
- Support occasional hands-on tasks such as verifying incoming and outgoing shipments, managing inventory through the ERP system, and coordinating logistics activities.
- Assist with packing, shipment issue resolution, and logistics documentation in support of warehouse operations as necessary.
- Provide regular updates and reports to management as requested.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Microsoft Office, computer typing, Excel skills
- Excellent in time management, phone & email etiquette
- Organizational skills
- Excellent communication and teamwork skills
- Strong attention to detail
- Professionalism
- Proficient in speaking, writing, and reading English

SALARY USD33,000-49,000

BENEFIT Medical, Dental, Vision and others.

LOCATION Lexington, KY

WORK STYLE Hybrid work

#LI-JACUS #LI-US #countryUS

Company Description