



Position: Sales Assistant/Customer Support

Summary of Position:

This is part-time position with potential for full-time and growth within the company. Working as part of a small admin team providing assistance to primarily the sales department and occasionally the service department ensuring organization and a high level of customer service.

Your Responsibilities:

- Prepare quotes and invoices for sales representatives.
- Provide follow-ups on quotes to prospective customers.
- Schedule demonstrations for sales representatives with prospective customers.
- Work with our sister company to place customer orders and track production lead time for customer.
- Provide order confirmations to customers with estimated ship dates.
- Work with customer and sister company to arrange shipment when order is ready.
- Maintain records in our CRM program.
- Maintain records in quoting program. For example, updating pricing on products if changed.
- Other administrative tasks that support the sales team and occasionally service team when needed.

Skills, knowledge and qualifications

- Friendly, enthusiastic and a good team player.
- Attention to detail
- Strong customer service skills
- Able to grasp enough of the technology to understand questions prospective customers have on quotations.
- Word, excel and outlook experience.
- Willingness to learn quoting program and CRM system.
- Self-motivated
- Open to new duties and tasks added as they become necessary.
- A bachelors degree in business related studies would benefit you in this position.

Our Company:

EyeC-America is the North and South American distributor for EyeC, a globally operating vision technology company based in Hamburg, Germany. We are providing industry leading print inspection technology to the North and South American marketplace.

Our Technology:

Our file-to-file comparison software helps artwork designers and prepress specialists avoid costly mistakes.

Our print inspection systems go far beyond overlaying print sample and proof. Rather than leaving the image analysis to the human being, they find significant deviations automatically and even suppress those deviations caused by the printing process itself. With our technology in use, the operator has only to deal with what he/she should really be concerned about. Commercial printers use our turnkey systems for sample testing and integrate our inline inspection equipment into existing machinery to inspect all items at full production speed.

At the receiving end, our sample testing systems are used to perform incoming goods inspection. They are



designed to automatically inspect for correct content, print quality, barcode legibility, and Braille embossing quality.

Our Customers:

Our customer base includes mostly pharmaceutical companies, brand owners, contract packaging companies, and print shops printing labels, inserts, folding cartons, and blisters for the pharmaceutical, cosmetics, and food packaging industries

Location:

Main Office - Saint Charles, IL.

Contact:

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