***Sales/ Customer Service Rep***

Heartland Automotive is a Tier 1 manufacturer of interior and exterior automotive parts. Our products include plastic molded, painted and assembled parts. These parts are used in Instrument Panels, Door Panels, Consoles, Pillars, Head Liners, Aprons and Rear Gates and Exterior Cladding.

***SUMMARY:*** Responsible for assisting existing customers and attaining new clients under the direction of Sales Manager.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

* Serve as a main contact source for customers
* Participate in annual price reduction negotiations with customers.
* Serve as a liaison between customer(s) and Heartland Automotive personnel to ensure the needs of the customer(s) are met
* Facilitate meetings to resolve open issues between customer(s) and Heartland.
* Support and participate in continuous improvement programs for Health, Safety and Environmental.
* Support new business quoting process
* Ensure that feasibility studies are conducted
* Conduct Sales Department administrative duties
* Provide frequent updates to customer(s) during critical situations
* Attend to customer(s) when they visit Heartland

**Competencies** To perform the job successfully, an individual should demonstrate the following competencies:

* + Effective communication to internal and external sources (written and verbal).
	+ Ability to use PC creates effective memos and letters, develop and analyze spreadsheets and charts.
	+ Technical buying background (preferably in industrial or automotive industries).

***QUALIFICATIONS:***

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

* Experience in manufacturing operations, program management or engineering a plus. The ability to be able to read prints/drawings would be a plus.
* Must have good negotiation skills.
* Must demonstrate the ability to communicate effectively at/with all levels.
* Must possess excellent writing, presentation and organizational skills.
* Strong organizational and communication skills.
* Punctual, reliable, self-directed, and willing to travel

**Education and/or Experience:**

Bachelor's Degree from college or university in Business preferred.