

UNIVERSAL STEEL PRODUCTS, INC.

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Company Profile: Universal Steel Products, Inc. is a steel product supply company that has been providing steel and metal alloys for more than 25 years to North American customers through professional acumen, entrepreneurial drive, and customer commitment.

Job Title: Sales Support Specialist

Due to our tremendous growth, we are looking to expand our Team.

Responsibility Areas:

- Process orders via email, phone, and text, while maintaining and updating sales and customer records
- Actively manage inventory; initiate the production of specific materials to have enough stock to cover forecasted usage
- Prepare shipping releases and closely communicate with traffic specialist to ensure orders completion.
- Evaluate if sales prices are at par with expected profit margins and report deviations
- Contact clients to obtain missing information, answer queries, and provide necessary documentation
- Create ad hoc reports and develop sales or inventory reports that can be presented on a frequent basis
- Review pending orders and specific customers requests to ensure excellent customer service and customer experience
- Suggest logistics and sales process improvements

Minimum Qualifications:

- Good written and verbal communication skills
- Quantitative analytical skills
- Planning and organizational skills
- Team player with high level of dedication
- Ability to work under strict deadlines
- Must be detail oriented
- Strong computer skills, Proficient in Excel (VLOOKUP, pivot tables)

Preferred Qualifications:

- Proven work experience as a logistics, and/or sales support agent
- Strong communication skills; highly efficient in both Korean and English
- QuickBooks experience would be preferable

We offer our employees a competitive salary and comprehensive benefits package including a Pension plan, health insurance including dental and vision, gym reimbursement, daily lunch, and more.

We are always looking for individuals with the talent and skills required to contribute to our continued growth and success.

Work Hours: Full-time (Monday – Friday: 8:30AM – 5:30PM)

Apply To:

Send your resume to hr@universal-steel.com