

About H+K

H+K International is a leading global supplier of stainless steel kitchen equipment to the foodservice industry with a long-established reputation for quality products, precision manufacturing, and exceptional customer service. H+K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia, and Asia.

Summary

Supports three Regional Sales Representatives, working closely with Sales Administration to complete and project management through the quotation process. Responsible for management, planning, coordination, and control of new projects, maintaining the highest standard of service to the company's internal and external customers. Overseas the quotation process to contract. Reviews drawings against contracts to ensure accuracy and compatibility. The position is designed to develop the individual to move into a Market Manager role in the future.

Essential Functions

- Interfaces between Regional Sales Representatives, Customers and Sales Administration.
- Reviews quotes and contracts against the drawing with the Regional Sales Representative for accuracy.
- Communicates with customers daily.
- Enters design drawing tickets in the engineering ticket system for custom items on a new store or remodel.
- Follows up with engineering on tickets entered to ensure they are completed on a timely basis.
- Requests Walk-in box quote from the manufacturer for new projects.
- Requests freight quotes from logistics for new projects.
- Makes revisions to quotes after the initial quote is sent to the customer by the Regional Sales Representative.
- Communicates customer changes with Sales Admin and assists with Addendum to Contract form.
- Follows up with the customer to obtain signed documents.
- Answers internal and external customer questions regarding sales contracts, resolving any issues.
- Partners with Regional Sales Representative and interfaces with internal and external customers to act on customer problems with consistent follow-through.
- Ensures timely release of sales orders and contracts to meet customer requirements.
- Technical sales/selection consultations with customers or admin.
- Able to travel for customer meetings and job site reviews when necessary
- Shows attention to detail.
- Performs other duties as required.

Education, Experience, and Knowledge Requirements

5 years of customer service or related experience and training; or equivalent combination of education and experience.

***No resumes will be considered without salary history and expectations.**