

**Job Title: Inside Sales Associate**

**Company:** World Magnetics

**Location:** Traverse City, Michigan

**Job Type:** Full-Time

**Position Overview**

World Magnetics is seeking a dynamic Inside Sales Associate to join our team. In this critical role, you will serve as a primary point of contact for customers, delivering exceptional service and technical expertise. You will administer the entire sales process, from handling inquiries and providing accurate quotes to coordinating order fulfillment with production and logistics teams. Leveraging your product knowledge and problem-solving skills, you'll drive customer satisfaction, foster long-term relationships, and identify opportunities to drive revenue growth.

**Responsibilities**

Your key responsibilities will include:

- **Customer Service Excellence:** Deliver exceptional support to customers, clients, and distributors by responding promptly to inquiries, resolving issues efficiently, and exceeding expectations.
- **Order Management:** Manage inbound and outbound calls, process customer orders with precision, and coordinate with production and logistics to meet deadlines.
- **Quoting and Documentation:** Provide accurate quotes on pricing, lead times, and delivery dates, maintaining detailed records in the order management/CRM system.
- **Product Knowledge:** Act as a product expert, staying updated on World Magnetics' offerings to recommend the best solutions for customer needs.
- **Team Collaboration:** Partner with outside sales representatives, engineering, production, and logistics teams to align customer requirements with manufacturing timelines.
- **Problem Solving:** Troubleshoot and resolve delivery or performance issues in partnership with the Quality Department.
- **Proactive Sales Growth:** Identify opportunities to enhance customer satisfaction and drive sales growth by anticipating client needs.
- **Database Management:** Maintain accurate and up-to-date customer information in the order management/CRM system.
- **Task Prioritization:** Effectively manage multiple priorities and tasks concurrently, responding to changing demands with flexibility and focus.

**Qualifications**

To thrive in this role, you should possess:

- A motivated and adaptable mindset, with a passion for learning, delivering excellence, and collaborating within a team environment.
- A high school diploma or GED (required); an Associate's or Bachelor's degree in business, sales, or a related field (preferred).

### Qualifications (Continued)

- A minimum of two years of experience in sales, customer service, or working with technical/manufacturing products, or comparable experience (preferred).
- Technical aptitude and experience working with manufacturing or technical products (preferred).
- Experience with Microsoft Office Suite (Word, Excel, Outlook) and order management/CRM systems.
- Strong interpersonal and persuasion skills, with a focus on building trust and closing sales.
- Excellent verbal and written communication skills, with the ability to engage effectively with customers and prospects.
- Exceptional organizational and multitasking skills, with the ability to prioritize in a fast-paced work environment.
- Demonstrated commitment to quality and continuous improvement.

### What We Offer

At World Magnetics, we prioritize employee well-being, growth, and collaboration by offering comprehensive benefits and a thriving workplace culture.

- **Competitive Compensation:** Base pay ranging from \$18 to \$20 per hour, with potential for quarterly bonuses based on performance.
- **Comprehensive Benefits Package:** Health, dental, vision, and life insurance to support your well-being.
- **Paid Time Off:** Paid holidays and vacation days to promote a healthy work-life balance.
- **Retirement Savings:** A 401(K)-retirement plan with company contributions to help you plan for your future.
- **Childcare Support:** Participation in the MI Tri-Share Child Care Program, making childcare more affordable by sharing costs equally with employees and the State of Michigan.
- **Collaborative Team Culture:** Join a supportive environment that values individual contributions and prioritizes continuous improvement.

### Who We Are

World Magnetics is a trusted global leader in precision pressure switch technology, known for delivering advanced and reliable solutions across diverse industries. Our commitment to quality, creativity, and collaboration drives our reputation as a valued partner worldwide.

World Magnetics is continuously seeking talented candidates to join our Sales and Marketing Department, ensuring we remain at the forefront of our industry. We pride ourselves on fostering an inclusive and forward-thinking workplace that values creativity, collaboration, and personal growth. We are also committed to providing employees with opportunities to develop to their fullest potential.

### **Other Key Expectations**

The information provided in this description outlines the general nature, type, and level of work to be performed. It is not intended to be an exhaustive or complete list of all responsibilities and qualifications required for this position. Management reserves the right to assign or reassign duties and responsibilities as necessary.

At World Magnetics, we encourage team members to exercise their judgment, act in the company's best interests, and take initiative without waiting for direction. If you identify opportunities for improvement or have concerns, we value your feedback. Your ideas and insights contribute to our collective success and help foster a better workplace for everyone.

### **Application Process**

Take the first step toward joining our team by emailing your resume and cover letter to [jobs@worldmagnetics.com](mailto:jobs@worldmagnetics.com). Applications are reviewed regularly, and our team will reach out to qualified candidates promptly for the next steps.

World Magnetics is proud to be an Equal Opportunity Employer. We value diversity and innovation and encourage applications from individuals of all backgrounds and experiences.