

**POSITION TITLE**

Inside Sales/Customer Service Representative

**DEPARTMENT**

Sales

**REPORTING SUPERVISOR**

VP Sales

**DIRECT REPORTS**

None

**POSITION DESCRIPTION**

Inside Sales & Sales Administration

**Sales Administration**

- Provide order acknowledgements, reviewing billing/shipping addresses, terms, contract requirements, PN/description, pricing, end user, and export compliance.
- Manage distribution & service order processing, ensuring AS9100 contract review compliance.
- Process customer orders in BC (sales order entry, promised/ship dates, certifications, pricing, tariffs, G/L charges).
- Manage shipping process (domestic & international), including freight forwarder coordination, export documentation, EEI filings, and shipment tracking.
- Generate and send customer invoices, ensuring all shipment/invoice details are accurate.
- Maintain customer and vendor portals as administrator where needed.

**Inside Sales Support**

- Coordinate with vendors to obtain pricing, delivery, certifications, and terms for quotes.
- Prepare and issue customer quotations, ensuring compliance with export regulations.
- Follow up on vendor leads and open sales quotes.
- Support sales management with product opportunities, reporting, and forecast planning.
- Track and manage demo/loaner/rental equipment (shipments, returns, tradeshow support).

**Export Compliance & Licensing**

- Perform Visual Compliance checks on customers and end users.
- Maintain ECCN, HTS, and tariff compliance for products.
- Process U.S. Commerce export licenses in SNAP-R (BIS711 forms), track approvals, and maintain export log files.

**Finance – Sales Related Duties**

- Process and send customer invoices (distribution & service).
- Coordinate customer prepayments and apply funds correctly.



- Process credit card payments and direct Finance on application.
- Monitor Accounts Receivable aging report and follow up with customers on overdue payments.
- Provide AR status reporting to Finance & management.

## **PHYSICAL REQUIREMENTS AND WORK CONDITIONS**

The physical requirements of this position include the ability to lift (up to 100 lbs.), carry, push/pull, climb, kneel/crawl, bend/ stoop, crouch, twist, handle/grasp, and reach. Normal to correctable vision is required. Must be able to effectively communicate with co-employees and supervisors. Work is performed indoors. The employee must be able to perform work on or around moving equipment.

## **RESPONSIBILITY AND QUALIFICATIONS**

- Proficiency in business management software (e.g., Microsoft Dynamics 365 Business Central, referred to as "BC" in the original text) and other relevant systems.
- Must be able to read, communicate, and comprehend written and oral instructions in English.
- Ability to communicate effectively in writing through letters and email.
- Confer or correspond with other staff members or customers to communicate status of units in house for calibration, service, repair, or warranty.
- Be involved in quality activities.
- Obtain quality education training, as provided by management.
- Submit ideas for improvement.
- Perform assignments or responsibilities indicated in the Quality Manual and in the procedures related to this position.
- Become familiar with all existing TAT vendor products. Work with management to review and onboard new vendors, including contracts, amendments, and certifications.
- Knowledge of export compliance regulations and procedures (e.g., ECCN codes, U.S. Commerce Licenses).
- Strong understanding of sales processes.
- Excellent organizational skills with the ability to manage multiple complex projects simultaneously.
- Exceptional communication and people skills to collaborate effectively with internal teams and external partners.
- Understand the territories of both the vendors and the TAT sales representatives to support sales orders.
- Add all new part numbers and keep current part numbers and pricing up to date in the BC Item Card.
- Familiarity with vendor's part number and whether serialized or non-serialized.
- Verify export compliance, including ECCN, license requirements (NLR), and correct Schedule B & HTS codes.
- Add approved pricing, including TAT purchase cost, list price, and dealer pricing.
- Coordinate with the sales team to prepare for monthly, quarterly, or bi-weekly vendor calls. This includes reviewing quotes, inventory, sales history, and future purchase needs.
- Understand current sales, opportunities, and inventory levels to forecast future requirements.



### **EDUCATIONAL REQUIREMENTS**

Military experience, Sales experience, Associate degree or equivalent. Knowledge of Accounting, Marketing a plus.

### **SKILLS & WORK REQUIREMENTS**

- Full-time position - Monday through Friday 8AM to 5PM with occasional additional days when required.
- Work location is near DFW Airport, Irving Texas
- Ability to perform general physical activity daily.
- Basic computer skills including Business Central, Outlook, Microsoft Word, Excel, and other programs a plus.
- Reliability in attendance and transportation
- Diligence is necessary!

### **EXPERIENCE REQUIREMENTS**

Entry to Experienced level position. Experience with Aerospace, Government contracts a plus.