



Parasense Inc.  
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| <b>Position Title:</b> Customer Service/Sales Support Admin                                    | <b>Immediate Supervisor Title:</b><br>Cust. Support, HR & Office Admin Mgr |
| <b>Department:</b> Customer Support  | <b>Location:</b> Stanardsville, VA   |
| FLSA Status: <input type="checkbox"/> Exempt<br><input checked="" type="checkbox"/> Non-Exempt | Grade: 9   |

**Brief Summary of Position Purpose:**

On May 19, 2017 Bacharach announced the acquisition of Parasense, making Bacharach a global leader in design, manufacture and service of HVAC-R instrumentation, from refrigerant and energy monitoring instruments and data analytics to combustion and emissions analyzers. Bacharach products make heating, ventilation, air-conditioning and refrigeration (HVAC-R) industries safer, cleaner, and more energy efficient. Operating since 1909, Bacharach leads through Pioneering Solutions for combustion analysis and refrigerant gas leak detection and monitoring.

Provide customer service functions, sales support, and clerical and administrative functions to support the operation of the business.

**Essential Functions:**

- Respond to customer phone and email inquiries
- Responsible for the day to day processing of sales quotations from quote generation through to order conversion in an efficient and timely manner using company approved methods
- Provide strategic support and response for sales and general office administration to facilitate the efficient operation of the organization.
- Actively participate in the sales in accordance with established company procedures and software from websites and RFP response through to order conversion.
- Process RFQ's to 3<sup>rd</sup> Party Vendors from issuance through to successful award with all associated tracking
- Coordinate with warehouse and shipping to ensure timely delivery in accordance with customer order instructions

- Maintain sales documentation, department records and customer information in accordance with company and contractual procedures.
- Generate weekly and monthly reports to support contracts, sales and administrative functions. This includes the gathering and submission of data relevant to customer and product analysis.
- To promote company products and services to customers
- Maintain office supply inventories.
- To undertake any reasonable duties as and when requested by the management
- Keep all information confidential.
- Other duties as assigned

#### **Education/Training/Certifications:**

- High school diploma/GED required
- Associate Degree or 5 years business administration and customer service experience

#### **Experience:**

- Ability to multitask and switch focus quickly
- Clerical experience in a fast-paced office environment
- Problem solving experience with ability to make recommendations and/or resolve issues.
- Proficient with Internet software, common computer programs, including Microsoft Office

#### **Required Skill Sets: (e.g., computer skills, communications, math, etc.)**

- Strong interpersonal skills; works well with other team members in sharing tasks and communicating.
- Ability to clearly communicate, both verbally and written
- Ability to follow work instructions with detailed accuracy.
- Ability to prioritize multiple tasks and meet required timelines.
- Proficiency in Microsoft Office Products
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#### **Physical Demands: (e.g., lifting, travel, etc.)**

- Position requires concentration, accuracy, and focused mental effort.
- Works in normal office environment.
- Occasionally may push or pull up to 20 pounds and rarely lift or carry up to 50 pounds.
- Infrequent travel as business needs require.

Pursuant to the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this job.

AA/EEO/M/F/D/V



reliability ° efficiency ° performance