



Job Title: Sales Associate

Job Type: Full-Time, On-Site, Exempt

Job Location: Lebanon, TN / Johns Creek, GA

Job Description:

UIBS USA is seeking a motivated and customer-focused Sales Associate to support sales operations. This role will be responsible for assisting customers with product inquiries, managing orders and claims, and ensuring smooth communication between internal teams, vendors, and customers. The ideal candidate will demonstrate strong communication skills, organizational ability, and a proactive approach to providing high-quality customer service in a fast-paced sales environment.

Your duties will include:

- Assist customers with product-related questions via email, phone, and in-person communication.
- Process and manage orders received through phone, email, or the internal ERP system.
- Handle claims and resolve issues related to refunds, exchanges, and discrepancies.
- Coordinate with customers and vendors to ensure on-time payment and delivery.
- Support delivery scheduling and logistics to meet customer guarantees.
- Build and maintain strong customer relationships through consistent service and follow-ups.
- Update and maintain internal databases with accurate account and sales information.
- Liaise with internal teams to ensure smooth pre- and post-sales support.
- Prepare, file, and retrieve sales-related documents, including invoices and purchase order status reports.
- Provide assistance on all sales-related tasks and administrative support as required



Your qualifications are as follows:

- Minimum of 2 years' hands-on experience in sales, customer service, or related field.
- Bachelor's degree
- Strong communication and interpersonal skills with a problem-solving mindset.
- Excellent computer proficiency, particularly in MS Office (Excel, Word, PowerPoint).
- Hands-on experience with CRM software or ERP systems.
- Highly organized with strong attention to detail and time management.
- Ability to multitask and perform effectively in a fast-paced environment.
- Self-motivated, customer-oriented, and able to work independently as well as in a team setting.
- Demonstrated ability to manage multiple priorities with a sense of urgency.

Benefits:

- 100% company-paid medical insurance (no payroll deductions).
- 401(k) with company match (up to 5%).
- 15 national holidays and 15 days of PTO.
- AD&D and Life Insurance coverage.