

Sales Support – Nutritionals Department

Aceto is a leading virtual manufacturer engaged in the development, marketing, sale and distribution of over 1,100 chemical compounds globally. Aceto has long been recognized as a leading partner to customers in the life sciences and specialty materials sectors. With over 25 years of experience operating globally, Aceto brings unique capabilities in sourcing niche, low-volume, difficult-to-find products and insuring a high level of quality and reliability for its customers. Aceto's local market knowledge, regulatory expertise and logistical capabilities contribute to a compelling value proposition that generates long-term and collaborative customer relationships.

Aceto supplies the raw materials used in the production of nutritional and packaged delivery supplements, including vitamins, amino acids, iron compounds and biochemicals used in pharmaceutical and nutritional preparations.

The position is an integral part of the Nutritional Department and plays a critical role in customer satisfaction. Requires employee to work effectively with multiple sales personnel and relies on his/her experience and judgment to accomplish agreed upon company goals.

Responsibilities will include:

- Performing key functions to support the sales team in various areas providing general administrative support, sales support and office management.
- Processing paperwork generated by sales including sales and purchase orders.
- Preparing purchase orders to meet incoming customer requirements.
- Monitoring the progress of ongoing orders.
- Working closely with suppliers to ensure that Regulatory requirements are met.
- Handling routine matters by working independently to conserve sales team's time.
- Acting as a customer service agent, handling and prioritizing the influx of customer requests and complaints.
- Establishing and maintain good relationships between the customer and the company always to provide the highest level of customer satisfaction to secure future business.
- Responding to sales inquiries as required.
- Maintaining the sample inventory by ordering specific samples as well as those for inventory.
- Insuring samples COAs are approved and available when needed.
- Processing sample requests.
- Insuring that kosher certificates are maintained properly to make certain that all certificates are available when required.
- Working with traffic department so that purchase orders are received and sales orders are shipped on a timely basis.
- Working with Accounts Receivable to chase customer payments and resolve credit issues.
- Working with Accounts Payable to address inquiries from suppliers as to payments due.
- From time to time, manage incoming material to satisfy high demand for products which are in short supply that are tight.
- Setting up PIDs by obtaining the necessary information and monitoring them until they are activated.

Required Experience:

- Bachelor's degree in a science related field
- 1-2 years of Customer service experience desirable

Other Specific Knowledge and Skills:

- Excellent communication and time-management skills, as well as the ability to handle multiple projects and priorities.
- Anticipate problems and focus on solutions.
- Resolve problems by researching the situation, identify alternative means of filling customer needs; recommending solutions.
- Exercise independent judgment and employ basic reasoning skills.
- Proficient in Microsoft Office.

To apply for this position, please send your resume and cover letter to careers@aceto.com. Thank you.

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