



Louisiana Office, Shop & Warehouse
10040 Mammoth Ave Baton Rouge, LA 70814

225-924-4333

Houston Office
1330 Post Oak Blvd, Suite 2877, Houston, TX 77056

www.imr-cmr.com

Job Description: IMR Inside Sales Shop Coordinator

Company Overview

IMR is a privately held industrial equipment distribution company serving industries in mineral processing, petrochemicals and chemicals, pulp and paper, power and oil and gas. IMR specializes in bulk material handling systems, severe service, process and control valves, centrifugal slurry and process pumps, power transmission and filtration. We are a premier industrial distributor, a FL Smidth and MD-Kinney factory authorized service center, and a full-service rotating equipment repair center. Focused on customer service, we provide the latest technological products, engineered systems and components to the industry. With a broad geographical reach, IMR offers warehousing, repair and customer service solutions for your company.

Description:

The position is based in Baton Rouge and works closely with the company's service center and vendors.

Responsibilities:

- Act as primary point of assistance for service center and vendors;
- Obtain price quotes from vendors for resale to customers;
- Provide price quotes, payment terms, and delivery specifications for customers using the company database;
- Provide technical assistance and support for customers regarding technical specifications of products;
- Understand and utilize various exchange items. Evaluate price of exchange vs. cost of repair
- Check in equipment as delivered tag items with job numbers, enter into inspection schedule, source standard replacement parts for units;
- Update quotes and order parts for repairs;
- Create inspection documentation summarizing findings on inspection for customer review
- Create Service Work Orders for job orders
- Update Service Schedule in shop
- Work with Director of Operations to maintain service work spreadsheet and update job statuses in real time
- Maintain various records and files including customer lists, product lists and discounts;
- Develop deep understanding of product offerings and pricing as aligned with customer needs;
- Establish rapport and provide prompt responses to internal and external customers;



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- Work with shop assistant/front office to maintain inbound/outbound freight, including: confirmation of items on arrival and file claims as needed; confirmation of packaging quality of outbound freight meets standards
- Perform all other duties as assigned by management in a professional and efficient manner

Requirements and Qualifications:

- Two or more years-experience with rotating equipment is preferred
- Track record of hands-on work experience industrial based businesses
- Candidate must have strong initiative (self-starter), independent worker
- Candidate must have a strong attention to detail throughout job completion
- Candidate should have reliable transportation to and from work
- Candidate must thrive in a team environment
- Candidate must thrive in a fast-paced environment and maintain organization across all projects.
- Candidate must be able to work well within an organization involving industry professionals, sales teams, other professionals, and staff