



**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](http://www.imr-cmr.com)

## **Job Description: IMR Sales Support and Territory Assistant**

### **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 GIW 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 outside sales team, service center and vendors.

### **Responsibilities:**

- Act as primary point of assistance with territory sales representative.
- Develop qualified sales opportunities.
- Solicit prices, prepare quotations according to bid specifications, with accurate configurations and issue purchase orders and maintain records for materials and services.
- Develop deep understanding of product offerings as aligned with customer needs.
- Respond to customers' requests for pricing, availability, and product uses.
- Prepare prospective customers generated through targeted lists, online research, email outreach campaigns and attending appropriate industry events.
- Coordinate order flow with production and secure best ship method to meet customer due dates.
- Maintain and reconcile inventory records monthly.
- Expedite orders and coordinate delivery of incoming inventory.
- Follow up with customers to answer any questions or concerns.
- Research new sales opportunities.
- Maintain and expand database of prospects.
- Coordinate transportation and assure timely delivery of materials.
- Maintain and develop working relationships with sales team, customers and suppliers.
- Prepare and mail invoices to customers.



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- Support accounts payable/accounts receivable by providing necessary information from related sales.
- Keep sales team and management informed of activity, including timely correspondence through emails and calls.
- Prepare all IMR service center invoices including all FLSmidth Hot Swap and Exchanges.
- Schedule all shipments originating at IMR shop.
- Maintain and reconcile office supply inventory monthly.
- Provide backup support for inside sales team member during counterpart's absence.
- Ability to multi-task, prioritize, and manage time effectively.

**Requirements and Qualifications**

- Bachelor's degree required.
- Two years plus in sales support and/or customer service.
- Superb interpersonal communications skills and strong presentation skills.
- Track record of hands-on work experience in inventory and industrial based businesses is a plus.
- Candidate must have strong initiative (self-starter)
- Candidate must have a strong attention to detail
- Candidate must be skilled in problem analysis and problem resolution.
- Candidate must thrive in a team environment.
- Candidate must be able to work well within an organization involving industry professionals, sales teams, other professionals and staff; be comfortable interacting with Corporate leadership and key department personnel, and possess diplomacy, enthusiasm, perseverance and a sense of humor.
- Candidate must be able to thrive in a fast-paced environment, with strong skills in multi-tasking, written/verbal communication, organizational ability, prioritization, and dealing with ambiguity.
- Works with confidential data, which if disclosed, might have significant internal effect or minor external effect.
- Must have experience with Salesforce, Microsoft office products (including Excel), Quickbooks are a plus.
- Some overtime may be required.

Reports to: Account Manager and Service Coordinator