

Job Posting: Inside Sales Support – Injection Molding (MI)

Location: Onsite at Grandview, MO

Schedule: Full-Time | Monday–Friday, 8:00 AM – 5:00 PM

Classification: Non-Exempt

Job Summary

We are seeking a detail-oriented and customer-focused **Inside Sales Support** professional to join our Injection Molding team. This role is responsible for handling part requests and orders through direct communication with customers, vendors, the service department, and sales. The ideal candidate will be organized, proactive, and capable of managing multiple tasks in a fast-paced environment.

Key Responsibilities

- **Process Customer Part Orders:**
Receive and manage part orders via phone and email. Use vendor resources to gather availability and pricing information and prepare accurate quotes. May also coordinate custom build orders with bill of materials and inventory maintenance.
- **Order and Purchase Management:**
Ensure timely and accurate processing of part orders and purchase orders.
- **Returns and Troubleshooting Support:**
Handle return authorizations and assist in identifying parts needed for service troubleshooting.
- **Inventory Oversight:**
Monitor inventory levels, identify out-of-stock items, and maintain Chiyoda consignment inventory.
- **Customer Service and Tracking:**
Address customer inquiries, provide order updates, and track shipments.
- **Issue Identification:**
Detect and report potential part-related issues based on demand trends or customer feedback.
- **Inventory Records and Physical Counts:**
Maintain accurate inventory records and support biannual physical inventory counts and reconciliation.

- **Administrative and Reporting Duties:**

Prepare and submit reports (e.g., lost order reports), maintain filing systems, assist office staff, and support special projects assigned by management.

Qualifications

- Minimum of 1 year of relevant work experience preferred
 - Strong attention to detail and organizational skills
 - Excellent verbal and written communication abilities
 - Ability to manage multiple tasks effectively
 - Strong customer service orientation
 - Experience with SAP or similar accounting software is a plus
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Working Environments and Physical Demands:

1. Must be able to work in office from headquarters. Occasional travel may be required.
2. Frequent use of computer, phone, and headset throughout the day
3. May need to lift or carry light office supplies (typically under 20 lbs.) occasionally.
4. Must be able to focus on a computer screen for extended periods
5. May occasionally need to move around the office to coordinate with coworkers or access resources.

Why would you want to work for us?

- Full time position
- Competitive pay
- Great insurance options with low premiums
- Paid vacation and holidays
- 401K with company match
- Extensive on-the-job training

If you're a motivated individual who thrives in a collaborative environment and enjoys supporting sales and operations, we encourage you to apply!

Email jobs@marukausa.com to get in touch.

These job functions and skills are not intended to be a complete and exhaustive list of all responsibilities, duties, and skills required. Maruka USA is an equal opportunity employer, and all qualified applicants will receive consideration for employment