



Ulven Forging Job Description Title: Operations / Sales Assistant

The Ulven Companies' Mission: Providing Quality Cost Effective Products with Superior Service

Position: Operations / Sales Assistant

Reports to: VP of Sales

Purpose: *The purpose of this position is to support both Operations and Sales in serving our customer's needs and providing a superior customer service experience. This role is responsible for the coordination and preparation of proposals, presentations, analytical reports, and sales and marketing-related tasks.*

Responsibility:

- Answer incoming phone calls and assist customers with questions
- Prioritize and manage multiple projects and deadlines simultaneously
- Create, coordinate customized content specific to the nature and requirements of proposals, presentations, marketing collateral and analytical reports
- Handle customer requests for paperwork, order status updates, or other questions that may arise regarding order status
- Collect information and correlate in weekly and monthly reports
- Support corporate branding efforts, including website articles, e-blasts, social media, template development, etc.
- Assist in the development of marketing collateral including the photo library
- Support the maintenance of marketing organizational systems and databases
- Complete expense reporting in accordance with company policy
- Perform other related duties and projects as required and assigned

Qualifications:

- Three years' experience working with a Marketing and/or Sales team
- High School Diploma required, Associates degree preferred or equivalent experience in place of degree and high school diploma
- Fluent and proficient in all Microsoft applications (Word, Excel, Outlook) required
- Fluent and proficient in Adobe Creative Suite (InDesign, Photoshop, Illustrator) required
- Well versed in ERP Systems (Epicor, Sage, Oracle – Epicor experience preferred)
- Ability to work independently and collaboratively in cross-functional teams
- Ability to problem identify and solve
- Self-motivated, detail oriented and highly organized
- Proven ability to multi-task effectively and produce accurate, timely results in fast-paced manufacturing environment
- Excellent verbal, written and communication skills required, strong math skills a must
- Excellent interpersonal skills and ability to interact effectively and courteously with employees, vendors, customers
- Demonstrated ability to successfully work with a diverse team of employees
- Experience working in an ISO environment a plus



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Essential physical and cognitive job functions:

- Prompt and regular attendance at an assigned work location
 - Ability to work shifts of at least [8] hours, and occasionally longer, [5] days per week, sometimes 6 days per week
 - Ability to stand for prolonged periods of time, often 8 – 10 hours a day
 - Time spent in office at desk approximately 90%
 - Spend time in foundry 10%
 - Ability to lift and carry objects weighing up to [50] lbs.
 - Ability to interact with employees and customers in an appropriate manner
 - Working command of the English language, good communication skills (both oral and written)
 - Ability to receive and understand direction from management
 - Availability on site to confer with staff members with whom the incumbent must interact on a regular basis
 - Ability to review and analyze data and information concerning operations and sales
 - Ability to complete assigned tasks/projects in a timely manner
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- **Compensation: Commensurate with experience**
 - **This is a non-exempt, hourly position**
 - **Offer subject to passing a drug test**
 - **Equal Opportunity Employer**

All positions at Ulven Forging-UAD require access to information, or technology that is subject to the International Traffic in Arms Regulations (ITAR) and other US government security regulations. These laws do not permit access rights to non-US citizens, or to other unauthorized individuals. Therefore, presently, all applicants must be US Citizens, or US Permanent Residents ("green card holders"), and/or otherwise comply with ITAR requirements for access rights, to be considered for a position.
