



Job Title: Contract Administrator
Reports To: Business Unit Manager

Summary of Position:

This role is essential in developing and maintaining customer relationships, contributing to the yearly business plan and overseeing operating activities. The end goal is to provide exceptional customer service and ensure all business objectives are met.

Duties and Responsibilities:

- Be the main point of contact for the customer
- Sells the value of products and influence customer's decision to purchase
- Provides product, service, or equipment technical and engineering information by answering questions and requests.
- Respond to customer request for quotations
- Analyze product pricing by utilizing market research data; reviewing production and sales costs; anticipating volume; costing special and customized orders
- Perform margin analysis for pricing approval
- Validate Purchase Order accuracy (price, lead time, ect)
- Enter Sales Orders based on Customer Purchase Orders
- Track Sales Bookings and Booking margin
- Maintain price lists
- Maintain Customer Registrations
- Report on distributor sales and inventory
- Manage customer scorecards for quality and delivery
- Issue Returned Material Authorization numbers and ensure shipment of RMA material according to customer request dates
- Manage inventory for off the shelf spare parts
- Review the Sales Order Backlog for accuracy
- Liaises with the appropriate personnel within the logistics chain to organize and expedite shipments, purchase orders, and repair orders.
- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value
- Contributes to effectiveness by identifying short-term and long-range issues that must be addressed; providing information and commentary pertinent to the issues; recommending options and courses of action; implementing directives.

Core Competencies:

- Commitment to company values and ethics.



- Dependability: personally responsible, completes work in a timely manner, and performs tasks accurately.
- Motivation: must maintain a positive attitude and strong work energy.
- Organization: very detail oriented and always comes prepared.
- Communication: excellent interpersonal and oral and written communication skills.
- Initiative: plans work and carries out tasks without detailed instructions, prepares for problems or opportunities in advance, undertakes additional responsibilities.
- Problem Solving: ability to develop and implement new ideas to improve processes.

Qualifications:

- 2-year college degree preferred
- 3-5 years minimum related experience
- Experience with increasing responsibilities
- Broad business knowledge preferred: sales, engineering, finance and operations
- Aerospace or Industrial experience preferred
- Ability to drive results from current and prior positions

Physical Demands/Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maneuvers in, around, under, and about factory and/or laboratory equipment on a regular and continuous basis.
- Must be able to lift and carry up to 40 pounds and comply with OSHA standards

While performing the duties of this job, the employee may be regularly required to sit, stand, bend, reach and move about the facility. The environment characteristic for this position is an office setting. Candidates should be able to adapt to a traditional business environment.

To apply, submit resume: www.uscargosystems.com/careers/

Signature:

I understand that I am expected to adhere to all company policies and to act as a role model in the adherence to policies. I have read and agree that the contents of this job description accurately reflect my understanding of what is expected of me in this position.

Employee's Name: _____

Employee's Signature: _____ Date: _____