Tower Laboratories, Ltd.

CUSTOMER SERVICE / SALES ANALYST
Centerbrook, CT

Tower Laboratories is a leading supplier of store brand effervescent products (denture cleansers, antacid/pain relief, cold relief). We also produce a number of effervescent products for contract customers consisting of prescription and over the counter (OTC) drugs, dietary supplements, medical devices, personal care products and specialty applications. We are expanding our product base and currently have several new and interesting products in the development stages right now. Please visit our website to learn more about us at **www.towerlabs.com**.

We have a career opportunity for an energetic and detail oriented customer service professional to complement our Sales Team in our CT headquarters.

POSITION SUMMARY & RESPONSIBILITIES:

Responsible for day-to-day sales order management and customer related requests. Responsibilities include review, confirmation and entry of sales orders. Manage order related communications with customer and internal cross functional team. Responsible for customer and item set-up and management of ongoing changes. Generate sales reports and forecasts.

1. **CUSTOMER COMMUNICATION**
   - Review incoming orders, communicate customer requirements and manufacturing lead times
   - Maintain proactive communication and coordination with manufacturing and customers as issues arise
   - Utilize customer data management systems to input product and company details
   - Coordinate quotes and terms/conditions for new business
   - Manage timelines for new product launches

2. **CUSTOMER AND ITEM MASTER DATA MANAGEMENT**
   - Maintain customer data in operating system
   - Maintain finished goods master data in operating system
   - Maintain internal customer/product reference spreadsheets
   - Manages internal communication regarding customer and product changes

3. **ADDITIONAL ACTIVITIES** (may include any of the following)
   - Sales Forecasting
   - Customer Reports
   - Project Management (customer or product related)
   - Analyzing sales trends and forecasts

QUALIFICATIONS:

- Min. 3-5 years' experience in Customer Service, Sales Administration, or similar role
- Demonstrated strong written and verbal communication skills

- Strong computer skills (especially Microsoft Excel); ability to learn and utilize a wide range of data management systems
- Strong analytical skills including applicable software and systems
- Detail oriented; must have persistency to follow-up on details in the interests of facilitating customer requirements
- Sales experience with National Retailers preferred: mass merchandise, drug, and / or grocery
- Self starter; highly motivated; ability to work effectively within a team
- Ability to succeed in a dynamic environment and handle multiple priorities

This medium sized company headquartered in Centerbrook, CT, offers a friendly, positive working environment with a competitive benefit package including 401(k) with company match. Tower Labs is a Socially Responsible Employer and a Great place to work!

Qualified candidates may email resume, letter of introduction and salary requirements to hr@towerlabs.com.