



Vulcan, Inc. Job Description

Position Title: Bid/Quotations Specialist

Department:

Location: Plant 3

Current Employee:

Immediate Supervisor:

Position Summary

The purpose of the Bid/Quotations Specialist is to review and process incoming bids and establishing pricing, logistics and freight options as dictated by customer needs and available resources.

Minimum Qualifications

1. Two (2) years associates degree and/or vocational-technical school involving related coursework.
 2. Up to (2) years of related customer service and bid/quoting experience in a similar manufacturing setting.
 3. Ability to assist customers in determining products needed, specifications and other important information.
 4. Detailed understanding of the bids, quotes and contracts process whether developing, reviewing to submitting.
 5. Knowledge of the various regulations and procedures that are applicable to the bidding/quoting process.
 6. Knowledge of basic accounting procedures as they pertain to AR/AP functions, purchasing and vouchering.
 7. Ability to effectively use applicable job related software.
 8. Proven problem solving abilities as they pertain to all aspects of customer service and order processing.
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Essential Job Functions

1. Processes and completes responses for informal bids by receiving customer bid information (via phone or fax), establishing pricing quotes, calculating freight costs, etc. while adhering to established policies and procedures.
 2. Develops bid responses which include answering applicable questions, compiling all information into a quote package, completing required forms, copying, printing, binding and distributing final quote packages as required.
 3. Maintains knowledge of current market trends to assist in developing bid pricing quotes to ensure that competitive prices are established and preferred delivery avenues and time frames can be met.
 4. Reviews completed bid responses by ensuring all necessary data entered is accurate and complete, meets established guidelines and takes any required steps to make any changes or updates.
 5. Maintains a continual database of all bid/quoting activities utilizing applicable software to provide easy review, analysis and status of current bid/quoting activities.
 6. Assists in processing incoming orders by closely listening to the requests of the customer, completing required forms, data entry and taking established steps to determine the availability of ordered materials and time frames for deliveries.
 7. Provides any potential or current customers with information that pertains to new/existing products that may be of benefit to them and addresses any needs they have with any additional information ready to be sent if requested.
 8. Receives, researches, and answers customer inquiries/complaints and requests (written or telephone) regarding status checks, changes, adjustments, cancellations and damaged materials while seeking workable solutions for each.
 9. Maintains a detailed database of all customer information regarding their transactions with Vulcan ensuring that all information is current, accurate and making any required changes/updates within designated time frames.
 10. Makes follow up contact with customers or potential customers who have received requested quotes or have other questions ensuring that all required information is delivered and any questions/comments are effectively addressed.
 11. Performs various administrative/customer service related functions when needed that includes order processing, answering and routing telephone calls and providing other administrative/customer service support.
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Physical and Environmental Variables

This position consists of sitting in an office environment which requires negligible physical effort beyond sitting for periods of time using a computer and is in an environment that has a steady comfortable temperature and low noise.
