



icotek is growing. We are hiring for a

# OFFICE SUPPORT ASSOCIATE

Full time

The Office Support Associate will assist in the Order Process / Data Entry aspect of our business. The ideal candidate must work well in a team environment. The OSA will perform tasks such as back office filing, data entry in ERP/ CRM tool, as well as various other office and administrative tasks. This person will prepare product samples to be sent to customers on behalf of the Sales Team and will ensure activities are documented in the system.

## What everyday working life looks like at icotek USA

- Work with Sales Team to ensure **data is entered as needed into System**
- **Enter Purchase Orders/Confirmations** into System
- Ensuring Filing is performed as needed
- **Coordinate with Shipping and Sales** to ensure Product Samples are shipped to customers
- **Perform Office Tasks** necessary to the Sales/Shipping process
- **Basic Customer Support functions**
- **Phone Support** (Answering and directing calls to appropriate personnel)
- **Cooperate closely in warehouse logistics** (check outgoing / incoming shipments, filling in during vacation/sick days)
- **Attend to customer's questions and concerns** over the phone and through email, including resolving problems related to incomplete or inaccurate orders

## The ideal candidate will have

- **2-3 years office experience** (preferred)
- **Team player** with exceptional interpersonal, communication and customer service skills
- **Reliability** and accurateness
- Strong ability to be **detail oriented and organized**
- Experience with **MS Office**

## At icotek you will receive

- \$40,000.00 - \$50,000.00 per year (Based on experience)
- **Bonus plan**
- **401(k)**
- **Insurance Plan** – Medical/Dental/Vision
- (21) Annual PTO Days + National Holiday Schedule (10) Days
- Flextime Policy

### Who we are

Founded in 1995 in Germany, icotek has become an innovative leader in cable management technology & EMC solutions for numerous industries.

icotek manufactures and exports high quality products that are “made in Germany” to over 60 countries all over the world. icotek has been present in US and Canadian markets for over 10 years.

icotek North America, headquartered in Chicago, IL, provides complete customer and product support to the US, Canada and Mexico.

### How you can apply

Are you interested in challenging and varied tasks in a future-oriented and innovative industry?

Please send resumes (including preferred region) to

#### icotek Corp.

3435 N Kimball Ave. | Chicago, IL 60618

or send an e-mail to [info@icotek-usa.com](mailto:info@icotek-usa.com)

icotek Corp. is an equal opportunity/affirmative action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law. Any individual requiring accommodation/modification during the application or the recruiting process, please send a request to [info@icotek-usa.com](mailto:info@icotek-usa.com).