



Sales Administrator

Job Summary

AdValue Photonics is solving some of the world's toughest challenges through the application of peak performance laser light from practical and efficient fiber-optic platforms. Fueled by rapid growth in industrial materials processing, national defense, and scientific research markets, we are hiring for several key roles. By joining our team, you will directly impact our success and provide yourself a rare opportunity for professional growth.

We are seeking a dedicated Sales Administrator to provide excellent support to our sales team. The ideal candidate will be self-motivated, exquisitely organized, and highly collaborative. Working onsite at our Tucson, AZ global headquarters, your primary role is to insure our customers are delighted with their sales and support experience at AdValue Photonics. This requires fluid communications, accurate documentation, and championing the customer's needs within our sales process.

Your daily job duties include preparing pricing documentation and proposals for customers, responding to customer calls and emails, and assisting the sales staff in completing customer paperwork. You will also follow up with customers verbally to ensure they are satisfied with their products and services, input data into our customer management system, and manage the sales department's calendar.

Duties and Responsibilities

- Speak to customers to provide timely responses to inquiries and insure satisfactory order fulfillment
- Directly handle routine sales orders for standard products and services
- Manage logistics and documentation for all sales orders and product returns, including order confirmations, job cards, packing slips, invoices, schedule monitoring, and shipment coordination
- Verify accuracy of orders, invoices and service forms
- Contact customers to obtain missing information or answer questions
- Support company regulatory compliance, e.g., export control, CE
- Update sales and customer records and generate monthly sales reports
- Assist in generating and editing product marketing collateral and company website content
- Aid company marketing and communications efforts (website, newsletter, promotional listings, product literature, tradeshow preparation and logistics, photos and videos, postings & blog)

Requirements and Qualifications

- Minimum 2+ years of experience as a Sales Administrator or other administrative role
- Experience in an advanced technology sales environment is highly preferred
- Outstanding organizational and multitasking skills
- Able to prioritize work and succeed under the pressure of deadlines

- Proficient with modern business computing environments and software, e.g., Windows 11 with Microsoft Office applications
- Required education: high school diploma or equivalent
- Preferred education: associate's or bachelor's degree in marketing, business, or a related technical field
- Working knowledge of sales performance metrics and KPIs

Work Environment

AdValue Photonics is a small, advanced technology business where all employees must adapt to the needs of the organization and proactively bring creative solutions to daily challenges. We expect teamwork, diligence, and continuous improvement from all our staff. We develop and manufacture novel glass and laser products at our worksite. All employees must be willing and able to follow safety protocol, cleanliness standards, and product handling policies.

We are an Equal Opportunity Affirmative Action Employer and do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.