

**Sales Support Coordinator
Mo-Sys USA Inc**

Permanent, full-time
\$50,000 to \$60,000
Los Angeles, CA

Our mission at Mo-Sys is to create smart solutions, utilising innovative and cutting edge technology to provide higher production value. We are driven by passion, we aren't afraid to take risks and challenge industry norms to deliver groundbreaking solutions for visual storytellers. We take a holistic approach to virtual production, creating and inventing with the belief that anything is possible.

We are searching for an experienced, hands on Sales & Administration Coordinator. This is a central role in driving the success of our sales operations. Your meticulous attention to detail, proactive approach, and clear communication skills will be pivotal in allowing our Sales Directors to concentrate on advancing our business. You will become an expert in our product configuration, orchestrating a smooth end-to-end sales process and ensuring our clients continue to receive the exceptional service that Mo-Sys is known for.

What You'll Do:

- Process sales orders via email or over the phone, carrying out the end-to-end process, from creating an invoice to overseeing product shipment.
- Check data accuracy in all orders and invoices.
- Distribute customer inquiries to respective sales representatives and assist with creating quotations.
- Maintain and update order details, taking note of any changes.
- Be the bridge between the marketing and sales departments, sharing all up to date resources, for example brochures, videos, pre-recorded demos, etc.
- Become an expert in Mo-Sys product configuration, this will help you to accurately generate system quotes (training provided).
- Coordinate courier shipments, ensuring compliance when preparing and submitting export paperwork (CI & EEI).
- Assist with the coordination and smooth delivery of upcoming installations.
- Coordinate product repairs and communicate any updates with clients directly.
- Stay up to date with new products and features.
- Assist with ad-hoc office tasks.

About You:

- You thrive in a high-pressure environment and relish the opportunity to take something that's disorganised, turning it into something streamlined and consistent.
- You see yourself as the person who everyone turns to for help, making everything work as it should – smoothly, with as little friction as possible.
- You enjoy planning and working out logistics, you take pride in that nothing gets missed or forgotten on your watch.
- You love speaking to new people, either over the phone, via email or in person, and quickly build rapport.
- You enjoy working as part of a team, and staying one step ahead of those who rely on you – you always have their back.

What We're Looking For:

- Experience in similar, high-volume Administrative / Co-ordinator role.
- Hands-on experience with ERP software and MS Office (EXCEL).
- Strong organisational and time management skills.



VISION IN MOTION

- You enjoy the rush of ever-changing business priorities.
- Ability to prioritise and work under strict deadlines.
- Communicate clearly, effectively, and with consistency.
- Ability to work with a sense of urgency, while staying positive and approachable.
- Contribute to the efficiency and improvement of our processes and procedures.
- Technical background (such as audio or video) or interest in technology is beneficial.
- International shipment experience is preferred.

Benefits & Perks:

- Casual office environment.
- We are open to flexible working hours.
- We have a continuous development budget to put towards your training and development.
- 15 days base annual vacation leave, excluding public holidays.
- 5 days annual sick pay.
- 401 (K).

Interview Process:

Our interviews are quite informal and conversational, they are generally carried out over a 3-stage process. To help us learn more about your workplace behaviours and preferences, you will be invited to complete a short Predictive Index (PI) Behavioural and Cognitive Assessment. The final stage in the process normally involves meeting with senior members of the management team in our local office.

About Us:

We pride ourselves on having endless creativity, a “can do” attitude and a friendly family feel to the company. We’re looking for people who make all the difference in nurturing an inclusive, down-to-earth culture. We embrace fresh ideas, encourage innovation and value openness. We believe that great ideas come from anywhere and encourage our teams to work together across positions, departments, and geographical locations. We want people to love their work and show respect to all.

Mo-Sys is a leading designer and manufacturer of advanced camera robotics and game-changing virtual production technologies for film, TV, and live broadcast. We ship to broadcasters in 40+ countries to a customer base including BBC, Netflix, Fox, CNN, ESPN and Sky. Mo-Sys remote heads and robotics are used on many Hollywood blockbusters including Life of Pi, Birdman, Shape of Water, Tron, Source Code and Adjustment Bureau. We have also delivered boundary-pushing technology projects in close collaboration with clients like Red Bull Air Race and the film Gravity.