



Job Posting / Title: Inside Sales Customer Service Representative
Department / Type: Sales / Full-Time
Reports To: Sales Manager
Salary Range: Exempt

POSITION SUMMARY:

The purpose of the Inside Sales Representative is to provide support to the Outside Sales Team, process customer orders, provide product knowledge and handle customer needs to achieve satisfaction.

RESPONSIBLE CUSTOMER/SERVICE/ORDER ENTRY PROCESS:

- Promptly answer phones and route calls appropriately.
- Take and process customer orders, to include pricing and management of gross profit.
- Create and maintain customer bid/price sheets if applicable.
- Input customer pick-up and returns in the system; follow through with return / credit management where applicable.
- Communicate with the operations staff regarding customer specifications, product availability and routing.
- Manage any sales promo programs.
- Assist others within department based on business needs.
- Assume responsibility for additional tasks as requested.

QUALIFICATIONS:

- Requires a high school diploma or equivalent and 1-3 years of experience in the field or in a related area.
- Knowledge of office systems to include computers, fax machines, calculators, telephones, printers and copy machines.
- Knowledge of MS Office (Word, Excel, Outlook and Power Point)
- Computerized Data Entry skills (50 wpm)

SKILLS NEEDED:

- Detail-Oriented. Strong focus to accuracy.
- Capable of handling multiple tasks at once.
- Professional with a high energy level.
- Strong communication and interpersonal skills. When talking, possesses "A smile" in their voice.
- Customer-Service Oriented. Ability to handle customer concerns and requests in a timely, positive manner.
- Capable of adjusting to sudden changes in customer or business model demands.
- Ability to self-manage, but at the same time demonstrate the ability to work well with others.
- Ability to read, write, comprehend and carry out instructions in English.
- Understanding of basic mathematical principles.
- Duties are performed within an office building. Occasional visits to the plant may be necessary. While performing the duties of this job, the employee is regularly required to sit, stand; see; talk; hear; walk; use hands to handle objects, or controls; reach with hands and arms,. The employee must be able to lift and/or move items up to 15-20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment consists of both office and warehouse environments

EEO/AA Employer