

JOB DESCRIPTION

Position: Inside Sales

Reports to: Supervisor

Position Summary:

The Inside Sales position is responsible for ensuring that all customer orders via phone, fax or email are managed and processed in a timely manner. This role is the front line customer service representative for all external customers and is critical to the sales process cycle which includes providing pricing, checking stock and meeting the delivery requirements in order to meet or exceed the customers' expectations.

Main Functions include:

- Work directly within group setting to establish and build a new sales territory and initiate customer service
- Must be comfortable proactively calling sales leads and selling company brands
- Work well in group atmosphere and be willing to express thoughts and ideas to increase sales
- Highly motivated and work well in pressure situations
- Assist order desk in handling all incoming phone, fax and e-mail customer care issues
- Work with purchasing and quotations departments to ensure timely delivery of both material and pricing
- Work with Shipping/Customer Service to ensure customer delivery needs
- Purchase non stock material and arrange pick-up in accordance with customer expectations through Vendor Pick-ups notices
- Regularly complete Customer Complaint form
- Manage sometimes difficult and emotional customer situations
- Present and maintain active role and involvement in Inside Sales/Order Desk meetings
- Proactive follow up on orders/quotations and requests
- Any other duties as required

Recommended Qualifications:

- 2 + years of previous experience in a similar role is required
- Strong product knowledge of plumbing and hydronic supplies is required
- Excellent customer service skills is required
- Multi-tasking skills with the ability to manage various orders and activities
- Computer Literate in Microsoft Office
- Team oriented – ability to work well with others
- Excellent written and verbal communication skills
- Excellent organizational skills and attention to detail
- Ability to react quickly and provide solutions to problems
- High sense of urgency and strong work ethic
- Ability to remain strong under pressure and provide logical solutions