



Job Description – Customer Service/Inside Sales Rep.

Job Title:	Customer Service/Inside Sales Representative	Level:	
Department/Group:	Sales	Job Category/EEO-6:	
Location:	Waukesha	Position Type:	Full-Time
Salary Range:		FLSA Status:	Exempt

Job Description

SUMMARY:

The Customer Service/Inside Sales Representative serves our customers by providing them with the necessary information, quotes or proposals to purchase needed parts for their processing equipment. The position often involves working with our outside suppliers and internal Engineers, Project Managers and Salespeople and reports to the Director of Sales and Marketing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

- Directly interacts with internal and external customers by telephone, electronically or face-to-face.
- Handle and resolve customer inquiries and issues by providing appropriate solutions and alternatives, following up to ensure resolution.
- Process/Create quotes, sales orders, purchase orders and other forms or requests.
- Work effectively with vendors to receive quotes. Process invoices/credits from vendors.
- Build sustainable relationships of trust through open and interactive communication.
- Assist sales, engineering and other personnel with orders, returns, and/or project related requests.
- Manage and maintain customers' accounts within company network.
- Communicate and coordinate with internal departments.
- Prompt and courteous follow-up on customer inquiries
- Sell additional products or service to customers while fulfilling their requests for parts as those opportunities arise.

QUALIFICATIONS:

- 5-7 years of experience working directly with customers in an inside sales or customer service role
- Excellent written and verbal communications skills
- Good attention to detail
- Ability to multi-task; operate with minimal supervision
- Excellent organizational habits

EDUCATION and/or EXPERIENCE:

- High school diploma is required; post-high school education is a plus.
- Experience in the sanitary processing industry preferred, with a basic knowledge of pumps, valves, fittings, etc. a plus.



Job Description – Customer Service/Inside Sales Rep.

LANGUAGE SKILLS: Good grammar and diction. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

CUSTOMER SERVICE SKILLS: Using excellent customer service skills which includes maintaining a good attitude, taking ownership of meeting customer needs, going the “extra mile” for customers, demonstrating a commitment to sharpening skills through education and training, using positive communication, and looking for opportunities to respect customers’ time and schedules.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: None

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk; stand; and stoop, kneel or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

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.

The work environment is a professional office environment where business casual dress code is in effect. The noise level in the work environment is usually moderate.

Reviewed By:		Date:	Click here to enter a date.
Approved By:		Date:	Click here to enter a date.
Last Updated By:	GG/JL	Date:	February 21, 2017