



2780 Highland Ave Norwood, OH 45212

## **Job Title: Inside Sales Representative**

### **Job Summary**

Perform a wide variety of duties specific to handling sales calls with customers and vendors.

Pay close attention to detail.

Deal with customers effectively.

Work harmoniously with other employees, giving the assistance necessary to satisfy customer's needs.

### **Qualifications**

Preferred minimum level of education: high school diploma. Experience in sales and/or purchasing and customer service, as well as basic knowledge of electrical apparatus, are desirable.

### **Special Skills**

Professional telephone manner.

Ability to function in a busy, stressful office atmosphere.

### **Work Performed**

Respond to incoming sales calls in a courteous and timely manner. (This is top priority.)

Maintain a record of phone conversations.

Process customer orders, advising on product application, availability, correct part, catalog or issue number, shipping charges, and price.

Route all paperwork to proper departments.

Contact vendors to determine product availability, application, price, shipping dates, and delivery charges.

Follow inventory control procedures as instructed.

Confer with office, service center and management staff on issues related to customer service.

Assist with physical inventory counts as directed by supervisor.

Maintain purchase order records for incoming items.

Promote a professional company image through prompt, thorough, and courteous customer service.

Track all quotations to insure timely follow-up on customer inquiries.

Attend company- or vendor/manufacturer-sponsored training seminars to improve product knowledge and/or job skills.

Update vendors/manufacturers' pricing records as advised.

Keep work area neat and clean as directed by supervisor.

Perform any other duties as assigned.