

## **JOB DESCRIPTION**

**JOB TITLE:** Inside Sales/Customer Service Representative

**EMPLOYER:** Nelson & Storm Tool Supply

**DEPARTMENT:** Inside Sales/Customer Service

**REPORTS TO:** General Manager

**SUMMARY:** Provides customers with courteous customer service in person or over the phone in; strives to retain present customers and develop new business by extending professional and efficient service and suggesting additional services and products to serve customers' needs.

### **DUTIES AND RESPONSIBILITIES:**

- Process customer orders by phone, fax, email and web.
- Provide prices, quotes and product information as required by customer.
- Provides timely resolution of customer complaints, concerns, and inquiries.
- Builds effective relationships and trust with customers and potential customers by listening to their needs and educating them about the products and services that are most appropriate to their situation.
- Work with outside salesmen on customer quotes and projects.
- Assist at the counter as needed.
- Supports marketing campaigns and product launches.
- Performs other related duties as assigned by management.
- Perform light purchasing and inventory control duties as needed.

### **QUALIFICATIONS:**

- Bachelor's degree (B.A.) from four-year college or university or 5 years related experience; or equivalent combination of education and experience.
- Excellent customer service skills.
- Excellent verbal and written communication skills.
- Proficient on MS Office, Access, Excel and Word.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Ability to understand and follow written and verbal instructions
- Professional appearance and demeanor
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.
- Bilingual skills a plus.
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.

### **COMPETENCIES:**

- **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Technical Skills**--Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Judgment**--Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Attendance/Punctuality**--Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Occasionally required to stand
- Occasionally/ required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually utilize visual acuity to read and use a keyboard.

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*