

# Sales & Customer Service



## *Job Summary*

Works directly with outside sales and application engineering in coordinating and formalizing project documentation. Responds to customer inquiries and warranty issues in a timely fashion. This position will also manage all incoming parts orders, including project spare parts.

## *Responsibilities*

- Set up proposal and job folders
- Enters all sales orders
- Responsible for all inside sales calls and obtaining vendor quotes
- Follows up with vendors and establishes shipping instructions for open orders
- Handling customer issues (messages, returns, exchanges, questions, reviews, etc.)
- Maintains and tracks customer orders

## *Requirements*

- Efficient in MS Office (Excel, Word, Outlook)
- QuickBooks knowledge is a plus
- Strong customer service and sales support experience
- Excellent organizational and multi-tasking capabilities
- Must be ethical, detail oriented, organized and reliable
- Ability to communicate and collaborate across multiple departments
- Ability to work and respond quickly under pressure