

## **Electric Motor Shop**

**Job Description:** Inside Sales Associate

**Job Status:** Full Time

**General Summary:** Responsible for assisting customers in person and over the phone, entering orders in system, reviewing and pulling orders, and ensuring customers' needs are met in a professional and timely fashion.

### **Essential Job Functions:**

1. Greet customers courteously and quickly.
2. Execute sales effort in an ethical and professional manner that will reflect favorably on the reputation of both the salesperson and the company.
3. Sell products and services, offer add-on and up-sell products that may benefit the customer, and suggest alternative products when a customer requested product is not available.
4. Assist and resolve customer requests and/or problems in a prompt and professional manner.
5. Create and maintain solid, long-term relationships with customers.
6. Maintain open communication with other branch employees on matters that impact customer service, efficiency, and effectiveness.
7. Keep up to date on market trends, new products and the application of those products.
8. Maintain merchandise and literature displays.
9. Continuously develop knowledge of product inventory, its location in the facility, and sales techniques.
10. Know and understand manufacturer catalogs and literature.
11. Understand and follow company policy on pricing.
12. Back up and support inside sales representatives and warehouse personnel as necessary.
13. Attend sales, product, and other branch/company meetings.
14. Communicate with Purchasing Department when items in stock are low or absent.

### **Knowledge, Skills, and Abilities:**

- High school diploma or general education degree (GED) and a minimum of six months related experience and/or training; or equivalent combination of education and experience.
- Must possess strong PC skills in MS Word, Excel, Outlook and using the internet.
- Must have the ability to work quickly and accurately within time constraints and against deadlines.
- Must possess interpersonal skills, organizational skills, be a self-starter, detail oriented, and have ability to multitask and communicate (verbal and written).
- Must have some electrical knowledge or background.
- Valid driver's license and driving record that meets company requirements.
- Ability to acquire a forklift certification.
- Forklift experience is a plus.
- Previous wholesale electrical distribution product knowledge and their application and sales experience preferred.