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Inside Sales/Customer Service

Description

Perform professional sales duties, including order entry, preparing invoices for customers, and building relationships with them. Identify and fulfill sales opportunities.

- Enter quotes and sales orders into the Sales system.
- Follow-up on sales orders to ensure customer satisfaction.
- Send catalogs to current and prospective customers.
- Research and resolve discrepancies and problems for customers.
- Reconcile sales orders to prepare for invoices.
- Update Open Orders (spreadsheet) on a bi-monthly basis.
- Reconcile returns.
- Print and file related documents.
- Process Back Ordered products; utilize information on the spreadsheet.
- Process credit cards.
- Purchase order/receiving management.
- Provide sales quotes and offer information to customers (via phone, FAX and email); including price, quantity, shipping location and schedules, certifications, product uses, credit terms, etc.

Research and select the correct products or assist customers in making product selections, based on customers' needs and product specifications. Offer additional and/or alternative products and or solutions to customer for purchase

Responsibilities

- Communicate effectively and tactfully with persons outside organization; representing the organization to customers, the public and other external sources. This information can be exchanged in person, in writing, or by phone or e-mail.
- Ability to foster strong, long-term relationships with customers.
- Ability to work independently and resolve practical problems.
- Possession of strong organizational skills and the ability to multi-task.
- Exceptional interpersonal communication skills with emphasis on communication with customers.
- Customer service driven.
- High accuracy and attention to detail.
- Must have strong computer skills (Microsoft Word, Excel and Outlook).
- Ability to work in a fast-paced, team environment.
- Mathematical aptitude, preferred.

Qualifications

- Minimum of 1-2 years of experience in general sales or billing support or call center environment.

Job Benefits

We offer an attractive compensation package, which includes:

Hiring organization

Premier Personnel Group

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Full Time

Industry

Industrial Products

Job Location

Branchburg

Base Salary

\$ 60k - \$ 80k

Working Hours

M-F 8am to 5pm

- Paid time off
- Health Insurance
- Dental and Vision Insurance
- Tuition Reimbursement
- Retirement plan and a host of other benefits