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INSIDE SALES & CUSTOMER SERVICE SPECIALIST

Summary:

Under the supervision of the Manager of Inside Sales and Customer Service, this position supports all activities related to customer service and inside sales. The Inside Sales and Customer Service Specialist is tasked with handling all customer service-related matters, sales, and quote inquiries, as well as proactively assisting with sales leads for domestic and international accounts. This position requires strong attention to detail, effective planning, prioritization skills, and the ability to maintain organization in a dynamic, fast-paced work environment.

Job Responsibilities and Position Requirements:

- Proactively follow up with domestic and international leads and advocate product solutions.
- Develop and manage distributor accounts' needs.
- Act as a liaison to specific customers as assigned.
- Expedite orders for domestic and international customers.
- Generate sales proposals for new accounts.
- Establish relationships with new and existing customers.
- Serve as the primary contact for accounts/customers for order placement, generating quotations, entering orders, and communicating pertinent information proactively back to customers.
- Provide answers to questions regarding pricing and availability, order status, RMAs, backorders, billing questions, and distributor locations.
- Manage the sales lead process including organizing and updating the CRM database.
- Support the outside sales staff as needed.
- May require travel to tradeshow outside of Connecticut.

Skills and Qualifications:

- Strong interpersonal and communication skills.
- Ability to manage multiple tasks and priorities.
- Proficiency in using sales management and CRM software.
- Excellent organizational skills and attention to detail.
- Ability to work independently and as part of a team.
- Willingness to travel as needed.



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Preferred Experience:

- Previous experience in sales or customer service roles.
- Experience working with international customers and distributors.
- Familiarity with marketing literature and inventory management.

Education

- A bachelor's degree in business, Marketing, or a related field is preferred but not required (equivalent professional experience is acceptable).

Behavioral Skills:

- Demonstrates attention to detail, organizational skills, and a process-oriented mindset.
- Able to work with and support co-workers in every department at the Company.
- Able to work in a fast paced, sometimes demanding environment with deadlines.

Technical Skills:

- Understanding the interrelations among the Company's regional sales managers, independent sales reps, and customers is advantageous.
- Experience with Prophet 21 is a plus.
- Proficient in Microsoft Office applications, particularly Excel and Word.
- Possesses strong written and verbal communication skills.

Physical Requirements:

- Ability to lift up to 20 lbs.
- Ability to work at a computer for 8 hours.

The declarations on the above job description are not intended to be an "all-inclusive" list of the duties and responsibilities described, nor are they intended to be such a listing of the skills and abilities required to do the job. Instead, they are designed only to describe the general nature of the job.