

### **INSIDE SALES CUSTOMER SERVICE REPRESENTATIVE**

#### **POSITION SUMMARY**

Reporting to the Inside Sales and Customer Service supervisor, Kelly Assis, this position will provide response to sales inquiries, customer service and proactively assist with sales leads for accounts domestically and internationally. Also, work with the Sales team to manage domestic and international sales quotes/orders for customers and work with Brand Manager and the advertising team to distribute marketing literature. Always focus on the sales' growth and expansion.

#### **INSIDE SALES**

- Proactively follow-up with domestic and international leads & advocate product solutions.
- Develop & manage distributor accounts needs.
- Act as liaison to specific customers as assigned.
- Expedite orders for domestic and international customers.
- Generate sale proposals for new accounts.
- Organize and update customers' database.
- Establish relationship with customers (new/ existing)

#### **CUSTOMER SERVICE**

- Primary contact with accounts/ customers for order placement, expediting, or changes, generating quotations, entering orders, and communicating pertinent information proactively back to customers.
- Provide answers to questions regarding pricing & availability, order status, RGAs, backorders, billing questions, and distributor locations.
- Manage sales lead process in current system and new system later this year.
- Work closely with Supervisor as a mentor and support other co-workers within the department as necessary.
- Manage the literature inventory, mailings, seasonal or otherwise as needed.
- Oversee office supplies replenishments and other office needs.
- Support the outside sales staff as needed.

#### **TRAVEL**

- May require travel to tradeshow outside of Connecticut.