

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

The Customer Service Representative / Inside Sales Representative is responsible for development of inside sales through a consultative, solution development approach with existing and new customers.

Responsibilities include generating profitable and maximizing sales potential with existing and prospected customers as well as meeting and greeting customers, answers phone and internet calls, entering orders into the internal sales system and maintaining up-to date customer files.

### ***Responsibilities***

- Prospecting for new business from existing clients, targeting key prospects and retain business.
- Establishing external sales appointments for the external sales team.
- Present and discuss the products and services of the organization that conveys an image of quality, integrity and superior understanding and fulfillment of customer needs.
- Support the sales strategy for all parts of the company and identify joint marketing opportunities where applicable.
- Remain current on industry trends and new technology through review of key trade magazines and resources as agreed upon with management and sales support specialist.
- Communicate effectively with management, and the marketing and production teams, informing and updating them regularly to guarantee that sales and customer objectives are met.
- Follow systems and procedures as outlined in the company manuals.
- Participate as a key team player by supporting operations as needed.

### ***Qualifications***

- Proficiency in Microsoft Word, Microsoft Excel and Microsoft PowerPoint
- Professional, upbeat, and outgoing with excellent people skills
- Detail-oriented, dependable, and self-motivated
- Positive outlook, goal-oriented, and reliable
- Ability to work independently as well as an integral team member
- Expertise in Internet search
- Strong communication skills, both written and verbal
- Keen multi-tasking abilities
- Self-motivated and team player
- Ability to continue and build professional relationships with diverse customer/prospect base