

**POSITION:** Inside Salesperson

**REPORTS TO:** Sales Manager

**BACKGROUND REQUIREMENTS:** High School Graduate. Minimum of 2 to 3 years of retail sales experience. Superior Interpersonal skills (with regard to customers and co-workers) a must. Good basic math skills, and a level of proficiency on computer systems. Must be organized and motivated.

**PRIMARY RESPONSIBILITIES:**

**1. Provide Necessary Customer Service**

- Attend to all walk-in customers
- Respond to all telephone and fax sales and product inquiries
- Complete requested quotes and present to customer
- Place and coordinate special product orders
- Process cash and credit card purchases
- Process customer invoices
- Resolve customer complaints and concerns
- Coordinate customer deliveries
- Process customer credits and returns

**2. Support Outside Sales Efforts**

- Write up and process Orders initiated on outside sales calls
- Coordinate large inside/outside projects
- Generate purchase orders
- Coordinate customer deliveries

**3. Develop New Sales**

- Generate prospects from referrals
- Qualify all leads obtained
- Follow-up on all sales presentations
- Service existing customer relationships through periodic telephone calls and mailer programs

**4. Maintain the Appearance of the Showroom**

- Rotate stock as needed
- Develop and set-up merchandising displays
- Keep showroom in an orderly, clean, and well-stocked condition
- Identify out-of-stock items and forward to buyer
- Stock and front shelves

**5. Maintain a Necessary Level of Product Knowledge**

- Attend trade group meetings
- Study new product literature and technical specifications
- Maintain awareness of special promotions
- Attend periodic product training programs

**6. Assist in Customer Collections as Requested by the Administrative Department**

