

Customer Service Representative and Inside Sales

Dynamic, high-tech firm in growth mode looking to fill full-time position reporting to Director of Inside Sales. Principal contact for all matters regarding Customers' transactional relationship with Company and Divisions. Establish and build relationships and trust by meeting and exceeding Customers' expectations with exceptional support concerning information relating to the purchase of products and services.

Responsibilities:

Act as principal contact for all matters regarding Customers' purchase orders and other requests (e.g., quotes, samples, first-article inspection parts), including:

- Calculating and quoting prices for standard products
- Determining availability and/or lead time of ordered items,
- Suggesting alternatives/substitutes, when appropriate,
- Advising Customers of expected delivery dates and methods,
- Gathering all necessary information to enter and process purchase orders,
- Entering orders into the computer system and maintaining order system accurately and completely.
- Providing timely information and notification to others that need to be involved to satisfy Customers' requests,
- Acting on The Customers' behalf to assure that Company is doing everything appropriate to satisfy Customers' needs,
- Following up on orders and requests to assure meeting delivery commitments,
- Communicating any changes or variations in commitments to Customers on a timely basis,
- Following up on quotes, samples, orders, etc., that have been sent to see if Customers have any questions or need additional assistance.
- Provide information and reports from the sales order system per schedule (i.e., weekly, monthly, etc.) and as requested.
- Develop and maintain a working relationship with Firm's sales force, including reps and distributors,
- Develop and maintain a working relationship with Customers' purchasing departments
- Develop and maintain a working knowledge of Firm, its Associates, processes and products
- Participate in product training
- Participate and assist with new product introductions
- Help to devise and maintain bi-weekly sales forecast and participate in sales and operation process
- Gain familiarity of Firm's website to assist Customers to navigate.

Job Specification(s) of Customer Service Representative / Inside Sales

- Be able to work with a high level of independence; must demonstrate initiative, self-motivation, and diplomacy. Director of Inside Sales will be available to advise on handling unusual and non-routine situations.
- Ability to perform each essential duty satisfactorily.
- Good organizational skills and follow-up
- Good attention to detail
- One-year sales experience or some level of Customer Service experience a plus
- Working knowledge of Microsoft®, Word®, Outlook®, Excel®
- Excellent verbal communications (both listening and presenting information)
- Ability to read, write and comprehend instructions, short correspondence, and memos.
- Ability to effectively present information in one-on-one and small group situation to Customers, Clients, and other Associates
- Ability to solve practical problems and deal with variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Excellent telephone skills (poise, effectiveness, etiquette, voice quality)
- Ability to establish, use and maintain information files
- Ability to perform computer data entry and retrieval using a keyboard/mouse
- Ability to multi-task efficiently and effectively
- Flexibility and composure in order to handle multiple urgencies and priorities due to significant phone contact, and, consequently, non-scheduled demands on time.
- Persistence and versatility to maintain cooperative relationships while requiring commitments be made and met by others in The Company in order to complete assignments
- Reasonable accommodations to enable individuals with disabilities to perform the essential functions
- Salary commensurate with experience / Full-time position with benefits /
- **Send resume to HR@meritec.com**