



the carpenter group

JOB TITLE: Inside Sales

DEPARTMENT: Office

EFFECTIVE DATE: June 2015

SUMMARY: Responds to phone and walk-in inquiries from customers for sales opportunities.

DUTIES AND RESPONSIBILITIES:

- Interacts with customers via phone, in person, and/or by email.
- Takes and processes order in a timely and accurate manner with a "customer first" approach
- Places follow-up calls on orders and inquiries and updates customer contact and activity
- Builds effective relationships and trust with customers and potential customers by listening to their needs and educating them about the products and services that are most appropriate to their situation.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Associate's degree (A.A.) or equivalent, one to three years related experience, or equivalent combination of education and experience.
- Excellent verbal and written communication skills.
- Commitment to excellence and high standards.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Good judgment with the ability to make timely and sound decisions
- Creative, flexible, and innovative team player
- Ability to work independently and as a member of various teams and committees.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Acute attention to detail.
- Demonstrated ability to plan and organize projects.
- Computer skill required: Accounting software, internet software, inventory software, order processing systems, spreadsheet and word processing software

COMPETENCIES:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk.
- Frequently required to sit.
- Continually required to use hands and fingers.
- Occasionally required climb, balance, bend, stoop, kneel or crawl.
- Continually required to talk or hear.
- Occasionally required to lift/push light weights (25 to 50 pounds)
- Specific vision abilities required for this job include: close vision, distance vision, peripheral, depth, and ability to adjust or focus
- Exposure to moving mechanical parts
- Exposure to fumes, airborne particles, or toxic chemicals
- Exposure to outside weather conditions
- The noise level in the work environment usually is moderate to loud.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.