

# US Supply Company, Inc

## Job Description

**Position Title:**      **Inside Sales Specialist – Customer Care**  
**Reports To:**         **Manager Inside Sales**  
**Direct Reports:**    **None**  
**FSLA Status:**       **non-exempt**

### **Job Summary**

The Inside Sales Specialists will work cooperatively with the Branch Manager, outside salesman, Inside Sales Manager & Director of Sales, along with other members of the distribution team to grow existing customers, create new customers and meet or exceed quotas at the appropriate gross margin while increasing customer satisfaction. The DISS will work as a team to portray a true service that the customer understands as our Brand.

### **Duties and Responsibilities**

#### Pre-Sales

- Generate new and repeat sales by providing product and technical information in a timely manner
- Determine customer requirements and expectations in order to recommend specific products and solutions
- Recommend alternate products based on cost, availability or specifications
- Answer phones directed to the WCN branch/inside sales to support ongoing, timely and efficient customer service
- Increase sales and average order size by means of cross selling, up-selling, add-on sales and offering promotional sale items.
- Educate customers about features and benefits of products in order to improve related sales and customer satisfaction
- Initiate outbound calling to existing and potential new customers to grow sales and Our Brand
- Fill requests for catalogs, information or samples
- Remain current on customer preferences by attending meetings, vendor training and trade shows or trade journals as pre-arranged with department manager

#### Order Fulfillment

- Present price, credit and terms in accordance with standard procedures and customers' profitability profiles
- Accurately process customer transactions such as orders, quotes or returns
- Provide accurate information regarding availability of in-stock items and non-stocks

- Obtain accurate information from vendors relating to shipment dates and expected date of delivery.
- Monitor scheduled shipment dates to ensure timely delivery and expedite as needed
- Process and fulfill counter sales as directed

#### Information

- Ensure the capture of competition pricing and positioning and communicate essential elements to the Sales Manager to ensure that US Supply responds to market changes quickly and effectively.
- Communicate current customer information to the Credit Manager to keep the customer maintenance file up to date
- Ensure that all internal company communications, financial information, pricing information, plans and strategies are kept confidential
- Communicate to the Purchasing Manager & Credit Manager new jobs and the status of existing jobs so we can manage our levels and demand of products and the customer's A/R

#### After Sale

- Contact customers following sales to ensure ongoing customer satisfaction and resolve any complaints

#### General

- Demonstrate the ability to tactfully handle difficult situations
- Anticipate problems and provide contingency plans and recommendations
- Understand and live the declaration
- Manage time effectively, meet personal goals and work effectively with other members of the team and company
- Maintain proficiency in using PC programs, Eclipse system and other software and equipment introduced
- Follow company policies and procedures
- Present a Professional image at all times to customers and vendors
- Perform other duties as assigned

#### Job Requirements

- Demonstrated ability to deliver superior customer service
- Effective listening, communication, negotiation and excellent phone etiquette
- Demonstrated integrity and ethical standards
- Technical expertise and knowledge of company products
- Problem solving and analytical ability
- Can-Do attitude
- Accuracy and attention to detail
- Professional demeanor

- Able to handle difficult customers with diplomacy and tact
- Manage time effectively and adapts quickly to changing priorities
- Able to multi-task
- Able to perform business math
- Team player who works productively with wide range of people
- Capable of following written instructions and documented procedures
- Demonstrated understanding and application of effective selling strategies and techniques
- Demonstrated success meeting sales goals and growing sales
- Knowledge of logistics ,shipping policies and procedures

### **Job Impact**

The Inside Sales Specialist plays a critical role in establishing a competitive advantage by pro-actively managing the customers' expectations. The customer then comes to rely on us and the service becomes part of the company Brand.

### **Qualifications**

- Education
  - High school diploma/GED required
- Experience
  - Required
    - Minimum of 2years experience in similar position preferred
    - Wholesale/distribution experience preferred

### **Measurement**

The Pro-Active Customer Sales Rep is measured according to the following criteria:

- Customer satisfaction (needs measurement)
- Profit generation vs budget and program
- Positive working relationship with managers, employees and owners
- Order accuracy
- Volume of written orders and successful bids converted