
JOB DESCRIPTION

POSITION: **Customer Sales Representative**

REPORTS TO: **Area Sales Director**

Responsibilities:

1. Provide sales support to outside sales staff to ensure effective levels of customer service.
2. Respond quickly and efficiently to customers needs via telephone, email or other media.
3. Provide solutions to customer needs.
4. Translate customer requests into actual customer needs.
5. Establish and maintain long-term customer relationships by providing solutions to their needs.
6. Quote prices for various jobs as required.
7. Assist in locating special parts or products for customers using available resources.
8. Process customer orders, returns, credits, cash and credit card transactions.
9. Provide excellent follow-up for all sales calls and orders as needed.
10. Participate in ongoing product and company-wide training.
11. Communicate daily with the Sales Department in regard to customer needs and inquiries.
12. Special projects as required by Area Sales Director.

Qualifications:

- A. High school diploma
 - B. 2-3 years experience in electrical distribution
 - C. Completion of MCEI minimum training requirements
 - D. Good organizational and time management skills
 - E. Excellent follow-up
 - F. Excellent customer service skills
 - G. Good problem-solving skills
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