

Inside Sales Representative – RL Stone an FCx Performance Company

Regular Full-Time

Required Knowledge

- *Accounting Standards, Customer Service, Product knowledge, etc.)* Responds to customer inquiries.
- Process customer orders and send order acknowledgements.
- Review customer purchase orders for special conditions/documentation.

- Check availability and verifies ship dates.
- Process and expedite orders, customer returns and returns to vendors in an accurate and timely manner.
- Negotiate pricing and delivery with vendors when necessary.
- Communicate effectively and participate positively as a member of the Branch/Division (e.g. sharing work load when possible, picking incoming phone calls, etc.)
- Achieve and maintain rapport with customers and works to give them the best possible service. This is done through a combination of problem solving skills, attention to detail, and developing a friendly but professional relationship with customers.
- Resolve customer issues such as warranty claims, product returns, credit and collection, and other customer service issues.
- Review open customer order reports and takes action on open items; specifically, those items that may be at risk in meeting the customer's promised delivery date. Maintain Distribution System backorder report, associated customer expediting report/notices, and customer notification, as required.
- Assumes responsibility for project submittals and documentation including coordination between vendors and project contractors.
- Assures project contract documentation requirements are maintained and communicated to Management.
- Other duties as assigned by Management
- Maintain the filing and organization of company documents.

Essential Physical Functions/Equipment Used:

- Able to operate standard office equipment, namely computer, multi-line VoIP phone system, printer/copier/scanner and other equipment as needed.
- Must be able to sit for long periods of time while viewing computer screen.

Essential Functions:

- Self-motivated with a can-do attitude that identifies smart, creative methods to complete complex tasks with minimal effort.
- Aggressive in sales tactics and strategies; desire to close sales every phone call.

- Excellent internal & external communication and problem solving skills.
- Strong organizational and task management skills.

- Able to tackle multiple projects while being organized, detail, and deadline oriented.
- Ability to relate to all levels of employees within the organization, as well as people customers & vendors.
- Ability to focus on company expectations while continuously striving for continuous improvement.

Preferred Education/Experience:

- Bachelor's Degree **preferred**.
- 1-3+ years' experience in Customer Service related Industry preferred, experience in an Inside Technical Sales/Customer Service/Application Engineer role with an Industrial Distributor a plus.

Work Environment:

- Modern, multi-function office environment.
- Normal working hours are 8:00am to 5:00pm, Monday through Friday; Additional hours as needed.

Apply Online using the following link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=4a9db788-dbf9-40da-8699-70d94facfb0a&ccId=1689206789_124&jobId=231747&lang=en_US&source=CC4

For more information please contact

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