



Job Title: Inside Sales Representative

Job description:

Work as an advocate for the customer with internal departments to ensure that customer needs are understood and satisfied. They may assist with making sales, handling client complaints, order processing, finding solutions for customers when inventory is low, and improving the overall customer experience.

Core Values:

Customer Service, Honesty, Teamwork, Integrity, Commitment, Hard Work

Core Focus:

Provide great products and service while building strong relationships with customers, vendors, and employees.

Essential Job Functions/ Responsibilities:

- Greet and welcome customers.
- Set tone for a positive customer experience
- Answer and Direct incoming phone calls
- Process orders, inventory, and pricing questions over the phone
- Maintain a strong work ethic with total commitment to success every day
- Assist customers with any questions via email and phone
- Communicate with customers to understand their needs and explain product value.
- Build relationships with customers based on trust and respect.
- Collaborating with internal departments to facilitate customer need fulfillment.
- Order Processing and Delivery Scheduling

Essential Job Skills:

- High School education or equivalent
- Previous experience in a high-standard customer service environment preferred
- Excellent interpersonal, presentation and relationship-building skills
- Strong ability to take initiative, coupled with leadership skills and the ability to take charge of a situation
- Strong sense of personal responsibility and reliability, with the desire to work as an integral member of a team
- Strong organizational skills with the ability to multitask
- Ability to effectively respond to and meet the needs of a diverse client base
- Computer skills: MS Office, Outlook, basic computer knowledge
- Share our Core Values and Focus and agree to strive to do them well.

PAY: \$16-\$20 HOURLY

Full-time employees are offered a comprehensive health benefit package including medical, health savings account, PTO, 401k and more!

Please email resume and cover letter to: info@greatlakeslandscapesupply.com