

Customer Service Representative (Inside Sales)

Responsibilities:

- Receive customer service requests via phone, email and fax from Sales Reps and Customers for purchase orders, quotations, order and inventory status
- Process purchase orders in an accurate, timely and efficient manner
- Follow up with Sales Reps and Customers on pricing, shipping and delivery information
- Knowledgeable about Company products and services
- Provide freight estimates from National and Local carriers
- Maintain good customer relations by initiating courtesy calls
- Familiarity with Company billing procedures

Work Experience Requirements:

- Minimum of 3-5 years of related experience in customer service/inside sales support
- Must be self-motivated with high energy and enthusiasm
- Computer proficient in Microsoft Office, Word and Excel
- Excellent communications skills required
- Capable of working with little supervision
- Excellent organizational skills
- Ability to listen well to ascertain customer needs and/or concerns
- Professional and courteous telephone skills