

JOB DESCRIPTION

Job Title:	Inside Sales/Customer Service
Reports To:	Branch Manager or Controller
Department:	Sales
Location:	All Locations
<i>GENERAL SUMMARY</i>	
Handle customer contacts, including telephone, e-mail, fax and personal contact with all levels of customers. Process sales to homeowners, as well as contractors. Review order requirements with all customers to ensure accurate delivery and sale. Purchase certain materials as designated by management. Coordinates schedule delivery of product with the operations team.	
<i>ESSENTIAL FUNCTIONS (TASKS & RESPONSIBILITIES)</i>	
<ul style="list-style-type: none"> • Maintain commitment to annual company objectives. • Respond to all customer inquiries and concerns. • Quote and calculate accurate pricing for customers and contractors. • Work with homeowners to educate them on their roofing needs. • Operate company software for orders, inventory and quoting purposes. • Review sales order with customer to ensure all products are included per customer request. • Collect payment on sales for cash customers. • Stock showroom materials and displays. Clean display areas. • Purchase material as designated by management while maintaining purchasing practices and policies to ensure honest, fair, and ethical relationships with vendors. • Participates in annual inventory process. • Quote and purchase metal packages ordered by customers. • Review metal package orders with customer to ensure accuracy prior to ordering product. • Contact customers when metal packages arrive, to schedule prompt delivery or will call • Consistently review and learn information on all roofing products, to facilitate accuracy in determining customer needs. • Understand and assist with day-to-day operational activities as needed, such as shipping, receiving, maintenance, inventory control, etc. • Understand and train on CAD system to provide take offs and quotes for bidding. • Participate in all meetings requested by management. • When requested, attend trade shows to promote company and products. • Willingness to work overtime when necessary • Understand receiving process for inventory management. • Willingness to become forklift certified to help with customer service related to picking, and loading material for customers. • Ability to lift up to 100 pounds. • Inform management of all complaints received by customers with desire to facilitate resolution. • Must adhere to all company policies and procedures. 	
<i>QUALIFICATIONS</i>	
Education:	<ul style="list-style-type: none"> • High School or equivalent
Reasoning Ability:	<ul style="list-style-type: none"> • Excellent communication skills to include verbal and written communication. • Problem solving and negotiating. • Ability to read and follow directions.
Related Experience:	<ul style="list-style-type: none"> • Minimum of 2 years related sales and/or retail experience.

Other Knowledge/Skills/Abilities:

- Must have a strong customer focus and a demonstrated ability to work within a team of service oriented individuals. Must have a passionate commitment for extraordinary levels of service quality and customer satisfaction.
- Strong understanding of roofing products and their applications.
- Must have excellent mathematical skills.
- Must be willing to work in an extremely demanding environment, while multi-tasking and maintaining the highest level of accuracy.