

JOB TITLE: Inside Sales Representative
REPORTS TO: Location Manager
DATE REVISED: April 2023
FLSA STATUS: Exempt

SUMMARY: Primary duty of this position is to sell our company's products and is responsible for assisting counter customers and phone in orders. Assist with directing the yard crew to coordinate shipping and handling of sold products.

- Provide customer service to walk-in and call-in customers. Effectively communicate and respond to diverse customer environments and needs. Handle customer complaints and problems promptly and to the customer and company's satisfaction.
- Coordinate intra-company transfers and customer deliveries of masonry and landscaping materials.
- Work with prospective and established customers in pricing and securing orders, effectively following up to assure that orders are fulfilled on an on-time basis to ensure 100% customer satisfaction.
- Monitor inventory levels and communicate to office staff.
- Assist in maintaining product storage and clean and orderly display areas.
- Develop appropriate product knowledge of masonry and landscape products offered by Company. Promote and sell related Company products as they are introduced.
- Participate in regional seminars and company workshops.
- Maintain current information on the activities and products of competitors as well as maintain current market share/competitive products information.
- Conduct all business transactions and customer relationships in a highly ethical manner.
- During construction season some Saturday morning hours are required as well as some additional hours required for industry shows and seminars.
- Must possess effective, demonstrated communication skills, both verbal and written and be self-directed. Previous sales experience is helpful, however, not required.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATIONS REQUIRED

Education, experience, and skills: Some education beyond high school and/or related sales experience preferred. Must possess excellent oral and written communication skills, be extremely self-motivated, able to work without direct supervision, and adapt easily to a diverse customer base. Logistic decision making and good math skills, as well as the basic operating knowledge of computers. Must learn and recall with proficiency product lines and applications. General construction knowledge is considered very helpful.

Physical, mental, and environmental requirements: Occasional lifting of landscape products ranging in 30 to 70lbs in weight. Requires good vision and visual perspective including colors and shapes. Also requires walking, standing, reaching, climbing, pushing, pulling and grasping physical activities. Position involves some exposure to seasonal Midwest weather conditions.