



**Yeager Supply, Inc.
Job Description**

Job Title: Inside Sales Representative
Reports to: Branch Manager/VP of Sales

Revision Date: February, 2019
Supervises: None

GENERAL RESPONSIBILITIES:

This position involves taking incoming calls, responding to emails and processing orders through the computer system. The Inside Sales Representative will be responsible for handling customer inquiries promptly and effectively. We experience sporadic high call volume, so it's important to maximize your time on the phone before moving on to the next caller. The Inside Sales Representative must be able to function in a demanding, fast-paced environment.

ESSENTIAL FUNCTIONS:

1. Prepare routine correspondence and respond to customer inquiries.
2. Maintain continuity among work team by documenting and communicating actions, and continuing needs.
3. Respond swiftly and courteously to customer inquiries or complaints.
4. Perform other related duties as assigned or directed.
5. Capture accurate and complete customer information, including addresses and phone numbers, for future follow-up
6. Build rapport with customers through friendly, engaging communication
7. Understand customer needs and requirements.
8. Attending product update meetings.
9. Handling cancellations or changes in sales order and communicating the changes with the related departments.
10. Coordinating with other departments for status on orders in ensuring the delivery commitment to clients is met.
11. Other duties as required.

EDUCATION, TRAINING AND EXPERIENCE:

- High School diploma or equivalent, Associate degree or higher preferred
- Proficiency in Microsoft Outlook
- Strong reading, writing and grammar skills
- Interpersonal skills
- Ability to analyze, research and interpret data
- Strong verbal and written communication skills
- Excellent telephone manner
- High attention to detail
- Organizational skills

PHYSICAL/MENTAL REQUIREMENTS:

- Dexterity and eye/hand coordination to operate office equipment
- Ability to speak to and hear customers and other employees on the telephone and in person
- Ability to read and write emails to customers and other employees
- Ability to take detailed notes
- Body and motor skills sufficient to move from one office location to another
- Ability to work in a fast-paced environment
- Ability to work well under pressure



- Ability to multi-task
- Lift up to 10 lbs.

The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full-time, non-exempt position. Days and hours of work are Monday through Friday, 8 a.m. to 5 p.m.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

By signing below, you acknowledge you have read, understand, and are able to meet and/or perform the responsibilities/requirements/qualifications of this position.

Applicant Signature

Date