

Inside Sales / Customer Service

Location: Monmouth Junction, NJ

Job ID: CSR

JOB SUMMARY:

Receives (by telephone, fax or email) requests for quotations, orders, and lead times from customers. Makes quotations on standard items, writes orders, and relays pertinent order information to customers. Coordinates with other departments in handling purchase orders and providing service to customers.

ESSENTIAL FUNCTIONS:

- Receives telephone requests for price quotations, purchase orders, order changes, adjustments, and cancellations directly from end-users, resellers and distributors. Achieves and maintains rapport with customers and works to give them the best possible service.
- Generate the business through cold-calling the leads.
- Uses Siebel to retrieve customer information, stock status information, the status of purchase orders, and to make changes on customer purchase orders. Ensures that correct codes are used for retrieving and inputting information.
- Follows up on inquiries by checking Siebel for delivery information. Works closely with expeditor in production control regarding deliveries of scheduled shipments.
- Handles the needs of sales representatives and customers by area of the United States.
- Makes price quotations immediately by phone on price book items.
- Checks with credit department concerning credit status of customer when rush orders are received.
- Maintains files of active orders and posts activity such as change notices, scheduling changes, partial shipments, and credit changes.
- Prepares paperwork (original purchase order, copies of invoice, and return goods memo) to be given to accounting department for credit or debit to be issued.
- Handles and responds to technical issues and directs them to the right department.

SUPERVISION RECEIVED:

- Supervised by Director Channel Sales.
- Performs semi-routine duties where some judgment is required when communicating with customers, sales representatives, and inter-company personnel. Work is performed under defined and uniform procedures.

RESPONSIBILITY AND AUTHORITY:

- Failure to handle customers tactfully could result in cancellation and subsequent loss of good will and profit. Some loss is possible, but exercise of somewhat more than ordinary care can prevent loss.
- Responsible for maintaining good customer relations. Generally deals with representatives and customers concerning matters that require some tact and resourcefulness. Contacts with other personnel including engineering and manufacturing departments.
- Migration to outside sales position is possible based on performance.

MINIMUM REQUIREMENTS:

- High school diploma or equivalent, plus two years of relevant inside sales experience with cold calling required.