
JOB TITLE: Inside Sales and Customer Service Associate

Location: New Bedford, MA

Department: Sales

FLSA Status: Non-exempt

Job Type: Full-time

JOB DESCRIPTION

SUMMARY: Sales and service act as liaison between the customer application & requests to all internal departments. Customer responsiveness, teamwork, accuracy and thoroughness are imperative to position. Build new revenue opportunities from all customers and corporate profit margin whenever obtainable by understanding the value proposition brought to the customer.

DUTIES AND RESPONSIBILITIES:

- Receive and process incoming customer requests for information and quotes in a timely manner.
- Process orders and change request using set standards with complete information and details.
- Solves customer problems and complaints via corrective action procedures (CAR) that are routine. Participates in root cause analyses.
- Refer more complex sales and technical problems to Sales management.
- Build revenue opportunities by utilizing standard follow-up activities and searching for additional applications, increased volume, referrals, and understanding the value proposition brought to the customer.
- Understanding pricing based on value-based pricing model.
- Assists other customer care team members when and if appropriate.
- Utilize CRM (HubSpot) for daily transactions and recording activity with customers.
- Responsible for organized and clean work area.
- Ensure safe and efficient use of materials and equipment.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- High School Diploma and/or Bachelor's degree (B.A.) from four-year college or university; or one to 3 years related experience and/or training; or equivalent combination of education and experience.
- Willingness and desire to assist teammates to foster a positive, fulfilling work environment and achieve departmental goals
- Demonstrated ability to balance department efficiency and service excellence
- Strong written, verbal, and interpersonal communications skills including ability to listen attentively and to communicate information clearly and effectively
- Demonstrated interpersonal, collaborative, and relationship-building skills; ability to interact positively with teammates at various levels across the company and customers. Proven customer support experience.
- Strong phone etiquette and active listening