

Job Title: **Senior Customer Service Representative**

Reporting to: **Sales Manager**

Location: **Glenmont, New York**

Responsibilities:

Outside Sales Support:

- Provide sales and service support for customers via telephone;
- Assist outside sales efforts through the use of sales, marketing, and customer service initiatives (outbound calling, bid follow up, mailing and lead generation);
- Provide pivotal support for sales team and respond to requests in a timely manner (supply requested reports, freight requests, price quotes, equipment agreements, and other requests as required);
- Respond to inquiries regarding pricing, products, delivery, outreach programs and customer service opportunities;
- Initiate conversation with prospective leads to qualify leads before TM assignment;
- Support TM's with CRM system management and updating. Be the resident expert on systems like CRM for user guidance;
- Participate in all sales team activities including meetings, functions, and events.

Order Entry:

- Receive orders by email, phone, fax, and mail and process in timely manner;
- Enter the majority of orders into the ERP order system;
- Verifies pricing, billing, shipping addresses credit status & payment method;
- Notifies customers of account holds (if trying to order and on stop) delivery, ETA, back orders, anticipated availability, and other related issues;
- Verifies open orders in ERP, contacts customers, and communicates order cancelation to billing, logistics and staff;
- Track all open Purchase Orders and communicate with TM when they are depleted;
- Work to maximize the orders through up selling on volume or value products where possible;
- Coordinate on-boarding of new customers and required documentation;
- Work with Credit Department on customer issues (i.e. order release from exceptions, billing inquires, and special requests);
- Back up all orders both hard copy and digitally.

Sales Management Assistance:

- Assist Sales Manager with monthly reports and special projects;
- Assist in organization of Sales events;
- Assist in creation of presentation documents upon request;
- Coordinate with accounting team regarding customer status;
- Other duties as required.

Education & Experience:

- Post-secondary education and/or related business experience required.
- Previous CSR experience.
- Previous experience working in Sales preferably in customer service or sales marketing.
- Intermediate level Microsoft Office (especially Excel).
- Consultative selling approach.
- Previous experience with technical products is an asset.
- Demonstrated ability to sell over the phone is desired.
- CRM Experience preferred.

Minimum Past Experience:

- Three to five years of related experience in sales and customer service in an office environment.
- Strong communication skills.
- Exceptional time management skill.
- Excellent people skills and an ability to build relationships quickly over the phone.
- Problem solving ability.

We appreciate your interest, and advise that only those selected for an interview will be contacted.