



## Inside Sales Manager

November 12, 2021

### Description:

The Inside Sales Manager, reporting to the General Manager, will act as the main point of contact for customer order placement, outside sales connectivity to the main office and coordinate the collaborative efforts between sales, warehousing, and logistics. The individual in this position will be challenged with managing customer relationships and always maintaining/strengthening these important partnerships. The individual in this position will assist customers as they come in to pick up orders and be able to offer product information on ceiling tile and the associated products that the branch carries. Inside Sales will be responsible for taking all inbound phone calls and emails from contractors and retail customers requesting quotes or placing orders. The individual in this position must be able to communicate effectively by phone, email or in person with customers from time of order to time of shipment. The customer must feel welcome and valued, and the office space must always feel inviting and organized; the Inside Sales Manager will ensure these goals are met on a daily basis.

### Responsibilities:

- Diligently manage order desk operations and encourage walk-in business through the professional management of customer amenities and exceptional customer service.
- Assisting in warehouse, shipping, receiving and administrative duties.
- Providing daily quotations, bids, and letter of substitution where necessary to secure opportunities.
- Facilitate the ordering of products for customers based on their purchase order, and supplemental inventory depending on scope of work.
- Following-up with warehouse, vendors, and delivery persons to ensure customer receives the correct product on time.
- Continuously increase knowledge of company products, services, and procedures.
- Deliver excellent customer service while meeting the needs of all telephone and walk-in customers.
- Perform a variety of tasks through-out the branch in order to ensure the business is always properly represented.
- Build and cultivate prospective relationships, initiate successful communication strategies, and move opportunities through the sales funnel to eventually generate revenue.
- Work diligently and collaboratively with fellow staff at the branch and associated branches in the market to find the right solution for our customer and ensure our service level is never negatively impacted.

- Dealing directly with clients, providing quotes and product information on ceiling tile and related products.
- Execute tasks on various sales and marketing campaigns.

Requirements:

- Proactive and creative, you are at ease with problem-solving and managing multiple priorities.
- Establish, develop, and grow new business relationships with new and existing customers.
- Approachable and charismatic with a desire to always represent their employer professionally and with courtesy in any professional setting.
- Experience with Div. 9 products and system assemblies more importantly ceiling tile and interior acoustic products.
- Communicate with the management about issues that arise and could affect customer service.
- Hard-working and committed to producing great end results.
- Experience with Microsoft Office Suite (PowerBI, Dynamics and Teams) is an asset.
- Experience with Bistrack (Epicor) is highly desirable.
- Ability to advance prospective customers to later stages of the sales process.
- Time Management and problem-solving skills.
- Minimum of 5 years experience in building material sales/sales coordination.