

Inside Sales/Customer Service

Company: SeeGee Technologies

Address: 1163 S. Cherokee St.

Location: Denver, CO

Application Deadline: Available Year-round

Position: Part-Time, Paid



Description:

JOB SUMMARY:

Receives (by telephone, in person, fax or email) requests for quotations, orders, and lead times from customers. Makes quotations on standard items, writes proposals, and relays pertinent order information to customers. Coordinates with other departments in handling purchase orders and providing service to customers. Performs duties with marketing department where customer contact is a prime responsibility.

SUPERVISION RECEIVED:

Supervised by sales supervisor.

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:

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 purchasing departments.

Responsibilities:

ESSENTIAL FUNCTIONS:

Receives requests for price quotations, purchase orders, order changes, adjustments, and cancellations directly from domestic customers, original equipment manufacturers, distributors, and other sales managers. Achieves and maintains rapport with customers and works to give them the best possible service.

Uses a CRM 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 ticketing queues on CRM 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 entire United States.

Checks with credit department concerning credit status of customer when rush orders are received.

Contacts distributors or checks computer printouts sent to us by customers to locate requested items in order to meet customer's delivery requirements. Relays this information to customer.

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.

ADDITIONAL RESPONSIBILITIES:

Performs other related duties as assigned.

Requirements:

MINIMUM REQUIREMENTS:

High school diploma or equivalent, plus one year of training.

One year in an entry-level customer service job. Typing skills and some knowledge of CRM necessary (40-50 wpm).

Previous background should include knowledge of IT vendors and nomenclature as well as demonstrated ability to dealing with business customers.