

## **JOB DESCRIPTION: CUSTOMER SERVICE REPRESENTATIVE/INSIDE SALES**

### **Overview**

The Customer Service Representative/Inside Sales is responsible for the professional and efficient servicing of all telephone and walk-in customers at the front counter of M CON. All types of customer inquiries, in person and on the telephone, will need to be directed to the appropriate department. This position is considered the company's front line contact with the customer. The associate's purpose is to understand customer product needs and improve customer satisfaction efforts with a courteous, helpful and professional attitude always.

### **Responsibilities**

- Provide customer product and service needs by performing such tasks as finding product options, assisting with quantity calculations, pricing and quoting orders using computer and product documentation.
- Process customer orders by entering and printing loading bills and customer invoices.
- Balancing petty cash; creating credit invoices; processing pick/pack orders.
- Maintain knowledge of precast products, fundamentals and product lines (features, function, use and benefits of cooperative's products, vendors carried and their respective lines) staying informed of new products and utilizing opportunities to further educate self, co-workers and customers.
- Select appropriate merchandise from stock.
- Receive payment or obtain credit information.
- Supports sales and marketing efforts by performing prospecting calls, forwarding sales leads and incoming inquiries to the sales group.
- Build and maintain professional relationships with customers and client representatives.
- May be responsible for other tasks, including stocking and maintaining stock room supplies, shipping and receiving, dispatching, opening mail, and/or performing basic administrative tasks.
- Performs other duties as assigned by the manager

### **Qualifications**

#### *Education Required:*

- High School Diploma



## **Years of Experience**

- 2 year to less than 3 years

## **Specific Experience**

- Self-starter with excellent work ethic
- Very detail oriented and highly organized
- Excellent communication and interpersonal skills
- Strong team player with a positive attitude

## **Competencies**

- Maintain high level of safety at all times
- Able to work in a fast-paced, high-production environment
- Able to work unsupervised, motivated to complete all tasks
- Able to communicate, and work well with others in a team environment
- Repetitive tasks
- Always maintain a professional attitude, especially when handling difficult and/or stressful situations
- Willing to work overtime as required

## **Own Tools/Equipment**

- Steel-toed safety boots

## **Compensation Offer**

- Salary: TBD based on experience
- Permanent, Full-time, 42.5 hours/week

## **Benefits**

- Medical, disability and dental benefits, Group Insurance benefits, Vision care benefits, bonus

To apply, please download and fill out the application form on our website, and email your resume and application to [hr@mconproducts.com](mailto:hr@mconproducts.com)

## **M CON Products Inc.**

***Pre-employment medical including drug & alcohol testing and a criminal record check may be required.***