



Job Description

We are looking for an energetic individual to join our team! The Inside Sales/Customer Service Account Rep position will be responsible for providing great customer service, assist in expanding sales in existing accounts and is willing to work within a team structure to assure sales objectives and goals are met. If you are looking for a place to grow and have a career, please apply.

Job Responsibilities

Manage large amounts of incoming calls

Monitor and manage all incoming calls for A1 Distributing and direct them to the appropriate department

Generate sales leads through incoming calls with potential customers and current accounts

The Customer Service Account Rep is expected to do generate outgoing cold calls quota per week assigned by manager

Identify and assess customers' needs to achieve satisfaction

Build sustainable relationships of trust through open and interactive communication

Meet monthly sales quotas per the incentive program and goals set with manager (this is subject to change consistently)

Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

Keep records of customer interactions, process customer accounts and file documents

Generate sales leads for Outside Sales Rep and managing appointments for new customers

Identify and assess customers' needs by promoting sales, current promotions, educating customers, and assisting in accessing A-1 Distributing's website and products

Will communicate daily with the warehouse and purchasing department to ensure customer service and shipment of products

Identify any issues with product ordering, customer complaints in weekly meetings with all departments

Any other tasks assigned

Benefits

We offer a great and competitive compensation package. We offer the following benefits:

Paid Time Off

Medical

Dental

Vision

Company Paid life insurance and more

Profit Sharing

Incentive Bonus

Paid Holidays and no weekends!

Job Type: Full-time

Send resumes to Angela Eaton at angelae@genoscap.com