



Position Description Inside Sales Associate

Position: Inside Sales Associate
Reports to: Inside Sales Supervisor
Daily work direction as instructed by Supervisor

General Description

The Inside Sales Associate is responsible for overall customer service and factory communications. Agents shall facilitate order processing, problem resolution, and factory coordination as appropriate within the Team. Supervisors shall direct and prioritize daily workload.

Duties and responsibilities:

- Responsible for assigned manufacturers within the Team. Activities include acting as primary contact, disbursement and updating of critical information.
- Review all orders for pricing, terms, ship date, etc., and confirm with customer prior to entering.
- Be prepared, logged in to the ACD and ready for work at assigned work time.
- Provide phone coverage to support your assigned Inside Sales Team.
- Assist Team members with workload.
- Provide support to outside sales personnel as requested.
- Conduct suggestive selling. Try to sell everything we stock.
- Execute daily duties according to published policies and procedures.
- Assist with job tracking and advise Account Managers on job quotes
- Ensure pertinent records are maintained current.
- Update and maintain current pricing in system and hardcopy as appropriate.
- Communicate all pricing changes to Team members and Sales personnel.
- Execute delegated tasks in time frames assigned and/or notify management of delays.
- Document and maintain procedures and critical information on factories.
- Seek and attend necessary training to support assigned product lines.
- Monitor backorders and communicate status to customers.
- Suggest changes to stocking levels of product when deficiencies are found.

Qualifications:

Excellent interpersonal communications skills, both written and verbal. Basic computer skills, including Excel. Minimum 1 year experience in the industry or with Hugh M. Cunningham, Inc.