

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

The inside sales representative will work with outside sales, management and other employees to grow existing customers, create new customers and increase overall sales and profitability by providing a high level of customer service at all times.

### ***Job Duties:***

- Generate new and repeat sales by providing product and technical information in a timely manner.
- Determine customer requirements and expectations in order to recommend specific products and solutions.
- Recommend alternate products based on cost, availability or specifications.
- Present price, credit and terms in accordance with standard procedures and the recommendations of an appropriate supervisor when necessary.
- Accurately process customer transactions such as orders, quotes or returns.
- Work alongside purchasing to obtain accurate information from vendors relating to shipment dates and expected arrival dates, and expedite shipments or find alternative product sources when necessary.
- Proactively recommend items needed by the customer via cross-selling, up-selling and add-on selling to increase customer satisfaction and improve transaction profitability.
- Educate customers about terminology, features and benefits of products in order to improve product related sales and customer satisfaction.
- Contact customers following sales when necessary to ensure approval and resolve any complaints.
- Fill requests for catalogs, information or samples.
- Remain current on consumer preferences by attending sales meetings, vendor training, trade shows, or by reading trade journals.
- Set up and maintain customer files and information.
- Manage time effectively, work efficiently and respectfully with other employees, and strive to exceed company and personal goals.
- Communicate to the purchasing department unexpected increases or decreases in demand.
- Maintain proficiency in using software and other technology resources related to sales responsibilities.
  
- Follow company policies and procedures.
- Present a professional image and courteous demeanor at all times to customers and vendors.
- Perform other duties as assigned.

### ***Job Requirements:***

- Delivery of superior customer service.



**POOL CONTRACTORS SUPPLY**

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- Effective listening and communication skills.
- High levels of integrity and ethical responsibility.
- Technical expertise and knowledge of company products.
- Problem-solving and analytical ability.
- Accuracy and attention to detail.
- Ability to operate efficiently and multi-task in a fast-paced working environment.
- Ability to handle difficult customers with diplomacy and tact while providing a high level of customer service.
- Time management and task prioritizing skills.
- Team player who works productively with a wide range of people.
- Ability to perform business math (basic algebra, compute rate, ratio, etc.).
- Understanding and application of effective selling strategies and techniques.
- Strong organizational skills.
- Demonstrated success growing sales and profitability.
- Knowledge of logistics, including carriers, shipping policies and anticipated transit times and shipping costs.
- Knowledge of Microsoft Office and Activant Prophet 21 software.
- Education: High school diploma/GED required  
Associates/Bachelors degree preferred
- Experience: Minimum 2 years in similar position preferred  
Minimum 1 year in relevant position required (2 years preferred)  
Pool and spa industry experience preferred  
Wholesale distribution experience preferred



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