

Inside Sales Representative

Job Summary:

The Inside Sales Representative (ISR) position is responsible for providing a high level of support to inside sales operations through high-quality data entry, data analytics, and facilitating customer issue resolution. Day-to-day activities include customer order entry, quoting, and filtering customer communication to territory owners. This position will make recommendations for process changes to improve efficiency and enhance the customer experience.

This is an on-site hourly position and requires a daily presence at our Cle Elum, WA facility. The work schedule is as follows: 7:00 a.m. to 3:30 p.m., Monday – Friday.

Responsibilities:

- Participate in the execution of all day to day inside sales functions.
- Responsible for providing highest level sales support and performing inside sales workflow for all assigned accounts.
- Attends and collaborates with Operations team meetings to understand capacity concerns and opportunities to overlay with ISR goals.
- Active role in commercial project quotes and increasing quote conversions.
- Provide backfill support for inside sales team activities and fill-in when team members are out.
- Assume a primary role in phone coverage to ensure adequate availability during business hours.
- Provide timely process and product information to customers and other Sales Representatives.
- Identifies and analyzes customer preferences to properly direct sales efforts. Reacts to 'Voice of Customer'
- Respond to questions from the factory pertaining to customer orders and quotes.
- Identify potential new sales opportunities and collaborate with the team lead, Sales Operations Manager, or Director of Sales to pursue.
- Perform testing of online tools prior to launch and provide feedback.
- Assist in the training of new team members as directed.
- Performs other related duties as directed.

Preferred Requirements:

- Associate's degree in business, Business Administration, or related field
- Two years of Customer Service experience in B2B environment preferred.

Skills/Competencies:

- Excellent business communication, e-mail, and interpersonal skills
- Strong organizational and time management skills with the ability to prioritize and coordinate multiple tasks simultaneously.
- Must be able to work well with others in a team environment.

- Proven ability to build and maintain relationships with clients.
- Proficient with Microsoft Office Suite or related software.
- Capacity for high degree of technical product knowledge.

Working environment:

While performing the duties of this job, the employee is occasionally exposed to a warehouse environment and will be required to wear the appropriate PPE. While performing the duties of this job, the employee is regularly required to sit, stand, walk, and talk or hear. The employee is occasionally required to use hands and fingers to type or dial, climb, or balance, stoop, kneel, crouch or crawl, and reach with hands and arms.

This job is performed in a professional office environment. The following list is representative of the work environment employees encounter while performing the essential functions of this job:

- Moderate noise (i.e., business office with computers, printers, phones)
- Typical office lighting and temperatures
- Moderate interruptions
- Ability to work in a confined area
- Ability to sit at a computer for an extended period

The employee must be able to lift and/or move up to 25 pounds. This position requires computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus.

Compensation:

Shoemaker Manufacturing has an effective process for assessing market data and establishing ranges to ensure we remain competitive. You are paid within the salary range based on your experience and market position.

The range for this hourly position is: **\$20.00 - \$26.61**

Employees may be eligible for pay incentives based on overall corporate and individual performance or at the discretion of the CSWI Board of Directors.

Benefits:

At Shoemaker, our employees enjoy the following benefits to support their physical, financial, and emotional wellness. These benefits include comprehensive medical, dental and vision plans, 401(k), pension, life insurance, paid time off program with paid holidays, and various wellness programs.