

Bullseye Glass Co.

Job Description

Department: Sales Department

Position: Customer Service Account Representative

Lines of Responsibility

Reports to: Sales Manager and Sales Supervisor

Supervises: N/A

Essential Functions

Respond to all phone calls, emails, and incoming tasks concerning orders and general customer inquiries.

Process orders from start to finish.

Handle routine communication about orders and questions regarding our product line.

Answer phones and respond to customer requests.

Sell products and process customer orders in ERP software.

Explain pricing and discount structure to customers.

Develop a rapport with customers and use that rapport to secure ship dates and sell additional products.

Identify research and resolve customer issues:

- Order specific issues
- Delivery issues
- Quality issues
- Billing issues

Other Functions

Have a comprehensive understanding of our product line and its use in kiln glass.

Receive and answer product technical questions.

Sell consultatively based on what is available and knowledge of customer preference.

Maintain accurate contact/account information in CRM and ERP software.

Generate freight and shipping quotes.

Input all activity using CRM to log calls, take customer notes, and archive emails.

Recognize and document customer trends for products and purchases and forward that information to the sales rep and supervisor.

Identify strong leads and forward info to New Business Development Representative.

When necessary, give tours, gather and document information about tour attendees and forward leads to the Regional Sales Rep or New Business Development Representative.

Assist during occasional in-person sales-related events.

Assist Sales staff with other projects as necessary.

Provide on-the-job training for new employees when necessary.

Some travel may be required

Requisites (Experience, Education, Training, Skills)

College degree (or 3 years equivalent sales experience).
Two years sales and customer service experience.
Computer competency including: Word, Excel, Outlook and CRM
Good eye for color and numbers.
Accuracy a must.

Physical Requirements/Use of Senses

Sitting: Frequently-Occasionally. To accomplish necessary desk work (sit/stand desk available).
Standing/walking: Occasionally. To move throughout employee work areas
Lifting/carrying: Occasionally. To hand select glass for customers. Approx 8 pounds.
Handling/grasping: Frequently. To use various internal and externally supplied documentation. To pull curious grade glass.
Speaking/hearing: Frequently. To speak with employees, supervisors and customers, as well as with outside agencies. Must be able to communicate on the telephone.
Finger dexterity: Frequently. To work with computer.
Near vision: Frequently. For reading reports and for computer entry.
Far vision: Occasionally. For maneuvering about the facility.

Mental Requirements/Attributes

Interaction with others: Frequently. Communicates with co-workers, supervisors, employees, and outside agencies. Group work setting.
Time/deadline/shift/overtime requirement: Frequently. Job requires considerable organization and time management to complete documentation required to ship orders and complete tasks.
Attention to detail: Frequently. Accuracy is critical for almost all aspects of the job.
Critical judgment: Frequently. May need to identify problems or assess situations quickly and be able to determine needed action.
Positive attitude: Continually. Essential while working in an environment with time stressors and externally created problems.

Operation of Equipment/Tools

Computer: Frequently. For entry and calculation of most data and information.
Photocopier: Occasionally. To make copies of information.
Telephone: Frequently: To communicate with customers and outside agencies.
Writing instruments: Frequently. To facilitate communication and recordkeeping.