

PIONEER SUPPLY CO, INC. (PSC)
Job Description

Job Title: *Customer Service/Inside Sales* **Status:** **To Be Discussed**
Department: *Customer Service*
Reports To: *General Manager* **Prepared Date:** **04/12/10**

SUMMARY

Responsibility for all inside sales related activities. All work should reflect customer satisfaction as the highest priority.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for learning CS System navigation (training provided) and developing proficiency to access information for prompt customer service.
- Provide courteous and efficient handling of all incoming and outgoing phone calls and e-mails.
- Follow schedule for outgoing sales calls and developing relationships with purchasing persons at customer locations.
- Responsible for properly entering customer orders as received by phone, fax and e-mail.
- Advise customers of pricing and availability.
- Consult with customers on the best products for particular applications.
- Perform quotations for customers on special purchases as well as assembled component items.
- Communicate with our shop and warehouse people to schedule and expedite orders.
- Gain additional product knowledge of the items that we represent by reading product bulletins, brochures and other available literature so as to be able to adequately describe and sell the products offered by Pioneer Supply Company.
- Provide and assist counter sales as required.
- Communicate verbally or by fax/e-mail to vendors and or others to provide information to both customers and others within Pioneer.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED). Two to three years of sign-related experience; or equivalent combination of education and experience. (*Preferred but not required*)

LANGUAGE SKILLS

Ability to read and to recognize similarities and differences between words and between series of numbers. Good communication skills.

MATHEMATICAL SKILLS

Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

COMPUTER/TYPING SKILLS

The ability to work with computer software programs such as Microsoft Word and Microsoft Excel and possess a comfort level of learning new programs is required. The ability to type with minimal errors required to process orders on PSC's order processing program. (We have a training program for navigation of our computer system and procedures associated with the above tasks, and provide support for all new (and existing) inside sales persons. (*Communication via e-mail is essential to performance of this position*).

PHONE SKILLS/MULTI-TASKING

Ability to speak with all customers in a positive and professional manner through all situations. Possess the ability to multi-task at the same time. (Example – Checking with a vendor on a product while keeping a customer on hold to obtain the information being requested and/or clarified)

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position works in a typical office environment. While performing the duties of this position, the employee is occasionally exposed to elevated noises associated with heavy phone activity and periods of long stationary sitting positions.