



Job Description

Job Title: Inside Sales Representative
Reports To: Inside Sales Manager
FLSA Status: Non-Exempt / Full Time / Non-supervisory
Department: Sales Department

Summary: Responsible for supporting the company's sales goals through great customer service, maintaining quality relations with existing accounts, and providing sales coverage by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned by Sales Manager or Regional Sales Manager

1. Answer incoming sales calls via telephone, written inquiries, and facsimile requests for assigned territory.
2. Promote and effectively sell company standard products and supplies using established company sales techniques with approved authorization from Sales Manager.
3. Clarify and fulfill customer requests/needs by presenting various selections of products and services providing pricing information as requested.
4. Understand and respond to customer delivery needs by interfacing with internal personnel.
5. Check and follow up on schedules and lead time for orders and shipments.
6. Verify inventory quantities for customer orders.
7. Entering Sales Orders and Purchase Order request forms.
8. Process all paperwork for orders to include sales contracts, prints and related documentation.
9. Filing, organizing and maintaining sales tools, customer information, and product information.
10. Understand and support established Senko policies and procedures as per ISO to provide proper and effective treatment to customers.
11. Resolve customer concerns in an expeditious and tactful manner. Generate customer complaint report following required steps under ISO.
12. Generate Sales Reports as requested.
13. Understand and maintain company quality objectives per ISO standards.
14. Train new Customer Service Representatives as requested by Sales Manager.

Job Description: Inside Sales Representative (continued)

Skills:

Oral Communication Skills	Multi-tasking
Written Communication Skills	Computer Literacy
Interpersonal Communication Skills	Accurate Data Entry
Customer Service	Detail oriented
Professionalism	Filing
Organization	Work well under pressure
Time Management	

Qualifications:

High School Diploma or Equivalent.
Must have 3-5 years customer service and inside sales experience
Data entry and computer experience.
Technical products background helpful.