



## INSIDE SALES SUPPORT

### POSITION SUMMARY

The primary function of this position is to provide phone-based sales and customer support to increase sales and revenue for the Distribution Center. Inside Sales Support aid in the many support, coordination and administration efforts necessary to service our customers. Daily functions will include taking and processing customer orders, processing quotes, and making outbound calls to new and current customers.

### ESSENTIAL FUNCTIONS

- Conduct business to business calls developing relationships with potential or current customers who have a need for our product lines (roofing, insulation, decking, gypsum, siding, etc.)
- Interacts daily with Territory Sales Managers and other field sales professionals to successfully provide business critical information and administrative support/coordination
- Acts as a key point of contact for various customer-facing sales departments to enter, process & monitor sales orders
- Collects competitive industry data sources to identify new and/or changing market conditions, pricing increases, and other impactful events
- Monitors inventory levels to provide insightful information to the purchasing and sales teams
- Coordinates logistical efforts for scheduling and delivering orders for inbound and outbound freight carriers
- Gathers information that feeds into various sales-performance reports to quickly provide key data points to necessary departments
- Champions excellent customer service for internal and external customers, suppliers and 3<sup>rd</sup> party contributors

### QUALIFICATIONS

- College degree preferred
- 3+ years of experience in customer service and/or inside sales
- Experience in the building products industry required
- Experience with and understanding of maintaining inventory management applications
- Demonstrated knowledge of purchasing practices, including communication with internal purchasing resources and external supplier contacts
- Proficiency in Microsoft based software applications

### REQUIREMENTS

- Must be at least 18 years old
- Must be able to pass drug test and background check
- Must have a valid Driver's License