

## Inside Sales Representative

Reports to: TBD

Status: Hourly / Non-Exempt / With Benefits

Core Hours: First Shift, Monday - Friday

Located: Green Bay, WI Travel: < 10% of time



### Position Description:

The Inside Sales position will be responsible for researching, selecting, and preparing quotes that best meet our customer's needs. You will build and maintain relationships with current customers and find and develop relationships with prospective customers. You will manage projects and orders from inquiry to close.

### Qualifications & Skills:

- Associates degree or equivalent knowledge and experience required.
- Experience working directly with customers in a business-to-business sales or customer service role.
- Experience with Microsoft Office Word, Excel and Outlook required.
- Experience using ERP software.
- Knowledge of sanitary components, fittings and equipment used in the food, dairy and processing industries preferred.
- Must have a positive, customer-centric attitude and strong customer service skills.
- Proven technical and mechanical aptitude.
- Excellent verbal and written communication skills with a strong phone presence.
- Must possess good problem solving skills and be detail-oriented and highly organized with excellent time management skills.
- Must be a reliable, highly motivated, results oriented self-starter.
- Capable of lifting randomly sized items up to 60 pounds.
- Demonstrates personal character in line with our Values and Code of Conduct.

### Duties & Responsibilities:

Market, quote, and sell company products and services. Develop and maintain technical knowledge and proficiency in products and services provided. Increase sales by prospecting current and potential customers on a daily basis and by cross-selling, up-selling, and conversing with customers about other business needs.

Interact with internal and external customers by telephone, electronically or face-to-face. Promptly and courteously respond to requests for quotation, inquiries, and complaints. Answer customer questions about products, prices, availability, and payment terms. Assist customers and internal staff with equipment, parts and/or service options.

Promptly and accurately create quotes and sales orders. Process orders to ensure accurate and timely invoicing. Arrange and direct delivery and installation. Handle returns and warranty issues.

Work directly with sales, engineering and other co-workers as well as external vendors and suppliers on orders and project-related requests. Communicate and work professionally and effectively. Build and maintain positive, respectful work relationships. Remain approachable and accessible to co-workers.

Show a strong commitment to quality, safety, and customer service. Ensure company policies and procedures are consistently followed. Other duties as assigned.

### How to Apply

Send your resumé and title of position to [jobs@kossindustrial.com](mailto:jobs@kossindustrial.com)

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