

SALES SUPPORT REPRESENTATIVE

RESPONSIBILITIES

- Provide customer support to walk-in retail or contractor customers and respond to telephone and e-mail inquiries from customers. Assists customers with issues such as product selection, pricing, availability and refunds.
- Determine customer requirements and expectations in order to recommend specific products and services. May recommend alternative products based on cost, availability or specifications.
- Generates sales quotations requiring a working knowledge of company products, procedure and practices.
- Actively engage in selling company products and services. Provide material take offs, estimates and pricing.
- Enters orders into computer system.
- Provide support to outside and inside sales team.
- Monitors scheduled shipping dates to ensure timely delivery and expedite, as needed.
- Investigates customer complaints or concerns.
- Relay customer concerns to others on the sales team and assist in investigating the issue.
- Other duties may be assigned

QUALIFICATIONS

- High School Diploma or GED
- Excellent communication skills
- Strong problem-solving skills
- Proficient in Microsoft Office software

Contact Names:

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