

VAN MILLWORK

I N T E R I O R S P E C I A L I S T S

Inside Sales

Job Summary

Part of a sales team with Territory Managers (outside sales) that supports and services customer base.

General Accountabilities

- Provide support to assigned Territory Manager's (outside sales) customer base (assigned accounts) including:
 - Familiarize yourself with assigned accounts, employees, job locations, trim package, etc.
 - Field assigned Territory Manager's calls and assist with their needs
 - Field assigned account customers' phone calls for orders or questions
 - Enter quotes/orders from take-offs for assigned accounts, including special order triggering
 - Price non-coded, non-stock items as directed by purchasing (Brosco, hardware, etc.)
 - Roll orders for Territory Managers
 - Quotes to be reviewed prior to being rolled to an order
 - Orders to be reviewed when rolled
 - Bring order paperwork to the floor for pick up orders or to the production Coordinator to distribute paperwork for small truck/house deliveries
 - Print and verify accuracy of the open order reports for assigned accounts and adjust dates as needed
 - Manage special orders to ensure all product that is received is processed to production and shipping department as needed
 - Maintain the file system of invoiced orders for assigned accounts
 - Confirm payment method on accounts, collect payment and Signatures from non-term accounts
- Back up/support for other Inside Sales reps as needed
- Take phone calls from main number if all of customer service is busy
- Assist retail counter as needed
- Open retail counter as needed
- Special Projects as assigned

Job Qualifications

- Minimum of 1-2 years of inside sales experience in the building materials industry, preferably in millwork
- Knowledge of millwork, building materials and / or the home building process a plus
- Strong “customer first” mindset
- Positive, friendly and pleasant manner a must

Skills/Traits

- Computer skills: proficient in Microsoft Office, familiarity with a building materials ERP system (BisTrack, Spruce, DSMI, etc.), experience with Ponderosa a plus
- Excellent organization and time management skills
- Ability to multi-task in a fast-paced environment
- Ability to troubleshoot and solve problems while maintaining positive, friendly demeanor
- Good team player

Other:

Hours: Mon – Friday (7:00a.m. – 3:30p.m.)

Exempt