

Company: Sound Acoustic Solutions (SAS)
Position: Customer Service / Inside Sales Support
Shift: 8am – 5pm (1 hour lunch)
Location: 6225 Camp Industrial Road – Solon, OH

Summary:

Professionally communicate to handle all incoming existing and prospective customer requests, whether in person, via telephone, fax or other electronic means. Work cooperatively with other members of the Sound Acoustic Solutions team to grow existing customer accounts, develop new customers to exceed monthly sales quotas. Primary responsibilities are answering phones, and order entry from phone, fax, and/or email. Also provides customers with price quotes, product information, samples, literature, order status as necessary, including freight follow-up and creating Bills of Lading. Records customer interactions regarding detailed inquiries, complaints, problems and comments, as well as actions taken in the Customer Relationship Management System (CRM). May solicit sale of new or additional products.

Position duties include, but are not limited to:

- Accurately process phone, fax, walk-in and email sales orders.
- Maintain rapport with customers to provide excellent customer service.
- Process credit card transactions.
- Work with sales person assigned to customer account to handle quotes, customer inquiries, problems, complaints, catalog requests, specific special pricing, shipping, receiving, product information or samples requests in a timely manner.
- Coordinate with Sound Acoustic Solutions team to process, ship or deliver orders.
- Identify trends in customer satisfaction and product purchases. Stay abreast of sales figures monthly through sales reports; investigate trends and follow up with team.
- Learn Sound Acoustic Solutions product offering and product applications.
- Maintain and update customer information in Sage and in CRM.
- Maintain sales literature and sample supply.
- Follow up on sales leads from internet and phone call inquiries and orders. Work with sales on lead to develop an on-going account.
- Perform market research for the purpose of developing new customers and products.
- Obtain freight quotes upon request
- Manage priorities and time effectively, meet personal goals and work effectively with other Sound Acoustic Solutions team members.
- Assist in scheduled physical inventory counts.
- Present a professional image at all times to customers and vendors.
- Follow company policies and procedures.
- Perform other duties as assigned.

Requirements:

College degree required or work experience equivalent
3-5 years customer service experience, ideally in a distribution or manufacturing environment
Above average communication skills both written and verbal
Strong organizational, interpersonal, verbal and written communication skills
Demonstrated aptitude for problem-solving
Strong mathematical aptitude

Strong attention to detail
Strong ability to manage, adapt and respond to changing priorities in a fast paced environment
Works well under pressure, requiring little supervision
Impeccable business etiquette
Valid driver's license
Intermediate Level of Microsoft Excel and Outlook experience
Internet Savvy – able to research product, vendors, competitors and more as required
Pleasant phone demeanor
Regular and punctual attendance
Sage 2017 (MAS 200) experience a plus

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hand to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift products and supplies, up to 25 lbs. office, customer visit/delivery, occasional warehouse activities (inventory, pulling small orders)

Position Type / Expected Hours of Work:

This is a full time exempt position and the hours of work and days are Monday through Friday, 8:00am – 5pm with one hour for lunch.

Benefits

- Medical insurance
- Dental insurance
- Basic and Voluntary life insurance
- Paid personal and vacation days
- Flexible spending account program
- Short and long term disability insurance
- Credit union membership
- 401k/profit sharing

Sound Acoustic Solutions is a manufacturer and supplier of cost effective acoustical solutions and products along with related accessories required for sound isolation and sound absorption. Whether you are looking for a residential, commercial or an industrial solution, Sound Acoustic Solutions' line of products can assist you with either absorbing or isolating problematic sound issues. Explore our website to learn more about these solutions for curbing excessive noise.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.