

Title: Inside Sales Support

Position Summary: The position involves supporting sales personnel, greet walk-in customers and answer phone calls when needed.

Key Duties and Responsibilities:

- Provide sales and order support to sales personnel
- Provide application support to sales personnel
- Place and track orders as needed
- Provide order updates to customers if needed
- Prepare submittals
- Assemble O & M's
- Prepare quotes
- Maintain jobs quotes
- Schedule deliveries if needed
- Handle phone calls and walk in customers
- Attend sales meetings and vendor meetings
- Prepare freight claims if needed
- Interacts with order entry and other required departments

Critical Knowledge and Skills:

- Must have accuracy, analytical skills and must be able to pay close attention to details
- Must have exceptional communication skills
- Must be able to work well with customers and fellow employees
- Must be detailed orientated
- Must have multitasking and organizational skills and the ability to solve problems
- Must have good judgment and planning skills
- Must be able to work independently with minimal supervision in fast paced work environment
- Must be able to research using systems and software and product guides, catalogs and manufacturing literature
- Must be computer literate in Microsoft Office and Excel
- Knowledge of applicable software (Sage, HVAC Partners, vendor websites) preferred but not required. Ability to learn

Education and Experience:

- High School Diploma or equivalent
- Minimum 3-5 years of HVAC industry and sales experience

Employee Signature

Date