McQuade & Bannigan Inc.

JOB DESCRIPTION

Job Title:	Sales	**FLSA Classification:**	Non-exempt
Department:	Inside Counter Sales	**Reports To:**	

Job Summary:

Provide high quality customer service by cashing out orders, responding to inquiries about products and/or services, and resolving customer complaints. Communicate regularly with internal staff to ensure customer satisfaction.

Essential Job Duties and Responsibilities: (Additional duties may be assigned)

65% Respond to customer inquiries at front counter and via phone. Provide requested information regarding product offering, pricing, availability, delivery schedules, order status and general assistance to meet current or potential customer requirements. Proactively use suggestive selling techniques.

15% Provide support to coworkers and perform related duties as required to meet department and or company objectives.

10% Resolve customer problems and needs in a friendly, accurate and timely manner. Research part numbers for price quotes via various vendors and suppliers.

5% Interact with internal staff on a variety of issues relating to inventory, availability, and to identify and resolve customer concerns.

5% Service and load equipment as required.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Minimum Qualification Standards:

- High school diploma or GED is required.
- One to three years related sales or customer service experience required.
- Forklift certification desirable.

Knowledge, Skills, and Abilities:

- Computer proficiency including word processing, data entry, spreadsheets, and generating reports using standard software applications.
- Must demonstrate strong communication, telephone and interpersonal skills.
- Ability to prepare routine administrative paperwork and perform computer data entry.
- Ability to read and write, follow verbal instructions and use simple math.
- Superior customer service skills for both external and internal contacts.
- Ability to resolve customer service issues in a professional manner.
- Some analytical ability to gather and summarize data, find solutions to various administrative problems, and prioritize work.

Equipment, Machines and Software Used:

This position requires the regular use of a computer, printer, photocopier, telephone, fax machine, scanner, calculator, pallet jack, fork lift and various hand and power tools.

Mental and Physical Requirements:

- Moderate mental and visual attention required. May include significant use of a computer terminal for data entry.

- The employee is regularly required to sit, stand, walk, talk, hear, use hands to finger, grasp, handle, and perform repetitive motions. The individual is occasionally required to push, pull, reach, climb, stoop, kneel, crouch, and lift.

- Ability to exert up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Environmental Conditions:

Work is performed in a combination of shop and office environments. The worker is exposed to noise, dust, fumes, and proximity to moving mechanical parts.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

I acknowledge that I have read this job description and have received a copy for my records.	
Employee Name:	
Date:	