

**Position:** Sales Coordinator/Customer Service Rep/Receptionist

### **Job Description**

We are seeking a motivated and detail-oriented Inside Sales Coordinator/Customer Service Representative/Receptionist to join our team. This multi-functional role will support the inside sales team, provide excellent customer service, and manage reception duties. The ideal candidate will have strong organizational skills, excellent communication abilities, and a customer-first mindset.

### **Key Responsibilities:**

#### 1. Inside Sales Coordination:

- Support the inside sales team with lead generation, qualification, and follow-up.
- Manage and maintain sales records, databases, and CRM systems.
- Assist with preparing quotes, proposals, and sales presentations.

#### 2. Customer Service:

- Respond to customer inquiries via phone, email, and chat in a professional and timely manner.
- Address customer complaints and work to resolve issues to ensure satisfaction.
- Provide product information, support, and guidance to customers throughout the purchasing process.
- Follow up with customers post-sale to ensure satisfaction and build long-term relationships.

#### 3. Reception Duties:

- Greet and welcome visitors, ensuring a positive and professional experience.
- Answer, screen, and forward incoming calls while providing accurate information to inquiries.
- Manage the reception area, including handling incoming mail and deliveries.
- Schedule meetings, maintain calendars, and provide general administrative support

- Full-time, required to work in an office, Monday – Friday 8 – 4:30

**Compensation:**

Pay: From \$20.00 per hour

Full-time, required to work in an office, Monday – Friday 8 – 4:30

**Benefits:**

The company offers a generous benefits package to full time employees, including sick and vacation time, medical and dental, as well as a 401K plan with employer matching.

It is our policy to provide equal employment opportunities and the Company will not unlawfully consider any factors of race, religion, age, creed, national origin, gender, disability, sexual orientation, veteran status, genetic information or any and all other unlawful biases regarding federal, state or local laws with regard to workers or applicants