

## **M G NEWELL COMPANY, INC.**

### **JOB DESCRIPTION**

JOB TITLE: Inside Sales

DEPT: Inside Sales

SUPERVISOR: Division General Manager

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#### **PRIMARY PURPOSE:**

The primary purpose of this position is to receive and process customer orders and to provide information/assistance to customers in their purchasing decision or any related problems.

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#### **JOB DUTIES:**

- Enter orders received through phone, mail or fax from customers or outside sales representatives
- Provide information regarding technical specifications, availability, pricing, etc. to customers and outside sales representatives
- Generates formal quotations for components
- Receive customer complaints/problems, issue RGA #'s, and coordinate the return/exchange/repair of the item between the customer and inventory control
- Refers customer complaints/problems to the General Manager as appropriate
- Coordinates the resolution of customer credits or billing discrepancies with the customer, customer service manager, the accounting department, purchasing, and the shipping-receiving department
- Search for new or alternate sources for items as necessary to meet the customer's needs
- May order special items from vendors and coordinate the purchase with the Operations Manager
- Make recommendations to the Operations Manager regarding a need to add/delete stock items to physical inventory
- May perform telemarketing to solicit orders from customers
- May physically check stock in the warehouse to assure questionable availability of stock items
- Perform other duties as assigned

#### **Qualifications and Skills**

This position requires a 4 year college degree. 3-5 years of Inside Sales experience is preferred. Candidate must possess good verbal and written communication skills and be detail-oriented.

#### **Benefits**

Founded in 1885, MG Newell Corporation has a long-standing reputation in the marketplace for providing sanitary processing solutions from start to finish. This position has a base salary and excellent benefits package. Benefits include medical, dental, vision, 401K and more. We are an Equal Opportunity Employer.