

M G NEWELL COMPANY, INC.

JOB DESCRIPTION

JOB TITLE: Inside Sales

DEPT: Inside Sales

SUPERVISOR: Division General Manager

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.

RESPONSIBILITIES AND 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
- Generate 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
- Refer customer complaints/problems to the VP/General Manager as appropriate
- Coordinate 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 Director of Operations 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

REQUIRED SKILLS, EDUCATION AND REQUIREMENTS:

- Bachelor's Degree required
- 3-5 years of Inside Sales experience is preferred.
- Candidate must possess good verbal and written communication skills and be detail oriented.

M. G. Newell Corporation has been in business for over a century providing sanitary process components and integrated process systems to the food, dairy, citrus, beverage, pharmaceutical and personal care industries. With divisions in Greensboro, North Carolina; Louisville, Kentucky, and Nashville, Tennessee, our services extend to the Mid-West, MidAtlantic, and Southeastern United States.

M.G. Newell is an Equal Opportunity employer and will consider all qualified applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

Learn more at www.mgnewell.com