

JOB TITLE: Inside Sales Rep & Customer Support

DEPARTMENT: Sales

REPORTS TO: Sales & Marketing Director

SUMMARY: This position with Power Lift is to assist the company sales representatives and effectively communicate customer requirements. To represent Power Lift as a manufacturing and sales representative in the highest regards.

DUTIES AND RESPONSIBILITIES:

- Communicate with Power Lift Headquarters to fulfill customer expectations
- Communicate with Power Lift sales representatives to help fulfill customer requests
- Assist Reps and customers with quotes and product specs
- Assist Management and Sales Director as required
- Communicate with customers on deliveries, repairs and warranties
- National/Regional tradeshow attendance when required
- National/Regional sales travel as required
- Customer support and follow-up
- Technical consultation with customers and prospects as required
- Assist with 3d room layout and design as required
- Assist with In-House Sales
- Performs other related duties as assigned by management

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- High school diploma or general education degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience.
- Associate degree (AA) or equivalent from a two-year college or technical school, or six months to one-year related experience and/or training, or equivalent combination of education and experience.
- Computer/software skills required: Microsoft Office Suite; Excel
- Other skills required: communication, phone, written

COMPETENCIES:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand.
- Occasionally required to walk.
- Continually required to sit.
- Continually required to utilize hand and finger dexterity.
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually quiet with occasional background noise.
- The employee may occasionally lift and/or move up to 75 pounds.
- Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception and ability to adjust focus.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.