

## **Threadbrander Customer Service/Inside Sales**

### **Summary of Position:**

Customer Service and Inside Sales for a wholesale manufacture, which includes Embroidery, Screen Printing, Laser, Signage, and Heat Seal. Would be responsible for all aspects of dealing with our customer base, along with writing orders up and processing them thru our system. Uphold and promote our company's values: Professional Service, Quality Products, On Time.

### **Responsibility/Tasks:**

#### **Customer Service**

Customer care and communication

Generate/send customer quote and properly storing information.

Follow-up on quotes for feedback or revision to improve quote conversion rate

Answer Phones

Ordering of Samples

Handling relations with customer on any issues or concerns they have

#### **Sales:**

Professionally represents the company at internal and external functions.

Promote and advertise specials and new products to existing wholesalers

Assist in the development of new customers with research and specials

Implementation of Marketing Plan

Stay in communication with customer at least every 6 weeks.

#### **Order Entry**

Convert quotes to orders

Input new customers and vendors / update existing customers in Profitmaker

Check customer tax exempt forms

Pull designs for embroidery

Manage Artwork / Digitizing / Customer Approval process

Check acknowledgements / record in Profitmaker

Delivery Schedule - do paperwork, make sure product is ready

Customer pickup - get product from back, have customer sign paperwork

Process payments (cash, check, run credit card)

All other duties as assigned to meet goals of the company.

### **Skills/Behaviors:**

Attention to detail, Communication Skills (verbal and written), Efficient, Organized, Quality Focused, Flexible, Service Oriented, Coordination Skills, problem Solving,

### **Knowledge:**

3 year minimum experience as customer service or inside sales,

Knowledge of our industry is preferred, but not required.

Proficient in computer skills, including Outlook, Word, Excel. Typing at 30wpm.

### **Compensation:**

\$10-\$13 hour depending on experience.