

## **Position Description**

### **Customer Service / Future Sales Rep**

Location: Weaver Associates – 1032 New Holland Avenue, Bldg 16, Lancaster PA 17601

Reports to: Ron Weaver

#### **Company Objective:**

Committed to our employees to assist with personal and professional growth and leadership, and to provide our customers with a great experience everyday.

#### **Purpose of Position:**

- Aid in customer service and sales in order to gain new customers as well as retain current customers

#### **Responsibilities:**

- Answer incoming calls when able and transfer or assist customers to the best of your ability
- Assist sales persons creating customer proposals
  - Look up item numbers and search vendors for best price/availability
  - Format a formal proposal / order sheet with customer items
  - Data entry updating customer order forms
- Help customers with inquiries and work with sales persons to resolve issues, quote, etc.
- Set up appointments for sales reps with customers
- Receive orders from customers and effectively write them up for purchasing/processing

#### **Personal Characteristics:**

- Organization – In helping with various customers and quotes with numerous different items, it is important to keep organized.
- Communication – Since you will be speaking with many of our customers, it is imperative you have good communication skills.
- Multitasking – You will need to multitask different tasks and keep track of your responsibilities. You may need to stop what you are doing to help a customer with an urgent matter or process an order so you will have to be able to switch gears frequently.

#### **Required Skills:**

- Microsoft Excel, Word and Outlook must be well-known as well as basic computer skills