

Inside Sales / Customer Service Representative

This position is responsible for handling Wholesale Millwork to dealers via electronic communication methods (i.e., phone, facsimile, email) while providing prompt and courteous service. Additional responsibilities include, but not limited to the following.

Responsibilities of Position

- Respond to customer inquiries regarding product selection, placement of orders, requests for prices and quotations.
- Listens to and resolves customer service complaints or requests when appropriate.
- Requests assistance from General Manager in resolving customer complaints when necessary.
- Input customer orders, pricing information and additional data into the computer system, ensuring the accuracy work orders, and sales tickets.
- Assist customers in the selection of special-order products.
- Build and maintain strong relationship with our dealers.
- Perform other assigned job duties and responsibilities as assigned by the General Manager.

Required Skills

- Previous sales experience, knowledge of building materials and construction industry is desired, but not required.
- Interpersonal and communication skills in order to talk to, and especially listen to, dealers.
- Ability to utilize company software, Microsoft Office programs (Word & Excel), and other 3rd party software applications.
- Strong organizational, math, and computer skills.
- Ability to provide professional customer service and work in a team-oriented environment.
- The physical demands of the position require an individual to have the ability to bend, reach with hands and arms, climb or balance, stoop, kneel, crouch, and be able to frequently lift and/or move between 50 - 100 pounds when needed.

Qualifications

- High school diploma or general education degree (GED)
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Excellent communication and customer service skills.
- Ability to work a flexible schedule, including weekends when needed.

- Successful applicants are subject to pre-employment drug testing, pre-employment background check and driver history checks in accordance with applicable federal and state law.

Broad Building Supply Company offers the following opportunities and benefits (Full-Time employees):

- Competitive Wages Based on Experience
- Health / Dental / Vision / Term-Life and Disability Insurance
- 401(K) Plan
- Vacation & Holidays

Job Type: Full-time

Pay: salary commensurate with experience

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8-hour shift
- Monday to Friday

Supplemental Pay:

- Bonus pay

Ability to commute/relocate:

- Columbia, MO 65202: Reliably commute or planning to relocate before starting work (Required)

Work Location: One location