

## **Job Title: Inside Sales/Customer Service**

### **Job Summary:**

*Position Description: Key 'in house' point of contact and interface with CCI customers, providing support and follow up on orders, RFQs and order fulfillment coordination. This position will be responsible for creating and maintaining a customer database, including orders and shipments.*

### **Duties/Responsibilities:**

*This position is the key interface and sales support for CCI's outside sales representatives and its customer base. The position's responsibilities include:*

- *Customer and CCI outside sales interface via phone and email to handle requests for RFQs, orders, samples, pricing in support of sales and customer activities*
- *Communicate directly with and support outside sales personnel and coordinate their activities in promotion of CCI products.*
- *Assist in other sales and marketing duties including trade show coordination and planning.*
- *Assist in contributing to website and social media content*
- *Key administrative duties include developing and tracking a customer database, including orders and sales history.*
- *Responsibility for developing and keeping current 'cost of shipping' and freight matrix.*

### **Required Skills/Abilities:**

- *Excellent verbal and written communication skills.*
- *Excellent interpersonal and customer service skills.*
- *Excellent organizational skills and attention to detail.*
- *Strong analytical and problem-solving skills.*
- *Proficient with Microsoft Office Suite or related software.*
- *Ability to work independently*
- *Able to work with Social Media platforms to track and support company related activities*

### **Education and Experience:**

- *Associates degree in business preferred but not required.*
- *At least three years of experience in a related field in manufacturing or industrial distribution.*

***Physical Requirements:***

- ***Prolonged periods of sitting at a desk and working on a computer.***