

MAKE. CREATE. INNOVATE.

POSITION SUMMARY:

As a member of our inside sales team, you will work closely with our outside sales team and focus on customer acquisition and retention. Your role will include quoting, order processing, and proactive calling to existing as well as potential customers. Product knowledge is imperative to the position as we strive to provide customers with information about all of our services as solutions to their needs. As our ideal candidate, you must be self-driven, and eager to increase sales.

THE REDWOOD ADVANTAGE:

- Competitive compensation and profit sharing
- Excellent benefits package
- Vacation time
- Training and development opportunities
- Supportive culture
- Healthy and positive work environment

WHAT YOU WOULD DO:

- Utilize relationship focused selling techniques by working closely with customers to solve their problems, increase their productivity, and ultimately increasing their profits.
- Generate new and repeat sales by providing product and technical information in a timely matter.
- Listen and seek to understand customer needs in order to create comprehensive solutions.
- Proactive selling: cross-selling, up-selling, add-on sales, quote/sales follow-up, and researching potential prospects with existing product lines.
- Accurately process customer orders and quotes.
- Educate customers about terminology, features and benefits of products – present and deliver information effectively.
- Contact customers following sales to ensure ongoing customer satisfaction.
- Closing sales and working with customers through closing process.
- Process parts orders with internal ERP system
- Data entry and monitoring of system records including customers, quotations, orders, inventory, PO's, vendors, etc.
- Obtain quotes, arrange pickups/deliveries, monitor shipments and troubleshoot problem situations with carriers.
- Enter all customer touch points in CRM system.
- Support and assist outside sales team with lead generation.

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QUALIFICATIONS:

- Able to make 5+ proactive calls daily.
- Excellent verbal and written communication skills; the ability to call, connect, and interact with customers.
- Persuasive and goal oriented.
- Possesses an energetic, outgoing, and friendly demeanor.
- Must prioritize well under pressure and be able to manage stress effectively.
- Demonstrates understanding and applications of effective selling strategies.
- Self-motivated and self-directed.
- Demonstrate a high level of critical thinking, situational analysis, and problem solving skills.
- Demonstrates independent work initiative, sound judgement, and a professional demeanor.
- Able to read and interpret drawings and blueprints as well as work instructions and procedures
- Able to perform business math (basic algebra, compute rate, ratio, etc.)
- Ability to work independently or as an active member of a team
- Tenacity to handle rejection and continue on with a positive attitude
- High school degree or equivalent
- Experience with industrial customers is an asset
- Proficiency with vendor processes and inventory management systems. (ERP system experience)
- Excellent customer services skills; People should naturally like doing business with you.
- Mechanical aptitude, with the ability to understand and contribute to design and technical discussions.
- Demonstrated proficiency with Microsoft Office (Word, Excel, and Outlook).

HOW TO APPLY: If this role is of interest to you, please send your resume to careers@redwoodplastics.com . *Job Type: Full-time*