

Leff Electric Job Description

Job Title: Counter Sales
Location: Headquarters
Status: Non-Exempt
Reports to: Warehouse Manager
Supervises: No

Job Duties:

- Excellent interpersonal communication skills
- Communicate with customers regarding requirements. This may be done via telephone, fax, mail, e-mail or direct interaction.
- Provide technical information and pricing as needed to customers to help determine the best products for the particular application. This may be achieved through the use of vendor catalogs, vendor websites, vendor technical specialists or Leff Electric specialists.
- Manage open customer orders—take appropriate actions and communicate appropriately to satisfy the customer.
- Purchase specialty items for customers such as non-stock items for direct shipment.
- Develop and maintain vendor relationships.
- Offer suitable stock substitutes for non-stock products.
- Utilize Microsoft Office software, such as Word, Excel and the Internet to obtain any pertinent information regarding customer request.
- Accurately take, enter, pick customer orders
- Ability to multi task daily

Position Requirements: Education, Knowledge, Training, Experience, Licenses, Certification

- High school diploma or GED certification.
- Minimum two years' work experience at counter or inside sales required.
- Knowledge of electrical wholesale industry required
- Knowledge of the product lines Leff Electric represents.
- Competent in general computer use include Microsoft Office Word, Excel, and Outlook, Solar / Eterm.
- Use of RF (Radio frequency) scanners preferred
- Competent in searching the internet and using a company intranet.
- Competent in application and use of an ordering system (Solar / Eterm).
- Able and willing to access the necessary resources (for example, product catalogs, vendor web sites, literature, product presentations, training, department peers and other employees) to meet customer requirements, and resolve customer issues.
- Able to take telephone calls, transfer calls, park calls, leave voicemails, use the phone directory.

Employee Sign-Off Agreement:

We understand and mutually accept that the above description represents our agreement as to the job to be performed.

Employee/Date _____ Supervisor/Date: _____

Please email a signed copy of this Job Description, along with an updated resume to hr@leffelectric.com.