

Leff Electric

Job Description

Inside Sales - Counter Sales

Basic Functions:

Cultivate existing relationships, but must also build new customer relationships. Ultimately, he/she must exhibit business savvy and relationship building skills in order to help elevate Leff Electric to the next level. The Inside Sales –Counter Sales will work closely with the outside sales organization as well as other functions including the Director of Sales, Supply Chain Manager and Director of Operations.

Major Duties:

1. Assists counter and express will call areas in their daily duties and activities.
2. Performs other duties as dictated by business necessity or assigned by management.
3. Excellent interpersonal communication skills
4. Communicate with customers regarding requirements. This may be done via telephone, fax, mail, e-mail or direct interaction.
5. 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.
6. Manage open customer orders-take appropriate actions and communicate appropriately to satisfy the customer.
7. Purchase specialty items for customers such as non-stock items for direct shipment.
8. Develop and maintain vendor relationships.
9. Offer suitable stock substitutes for non-stock products.
10. Utilize Microsoft Office software, such as Word, Excel and the Internet to obtain any pertinent information regarding customer request.
11. Accurately take, enter, pick customer orders
12. Ability to multi task daily
13. Strong communication and teamwork with outside Sales Team and other Inside Sales peers
14. Develop understanding of customer priorities, and purchase decision making process
15. Accountable for Leff Electric Goals to consistently deliver expand sales and grow profitability
16. Participates in education and training provided by management as a means for ongoing development

Other Duties:

17. Identifies electrical materials and locates ordered products in the designated storage areas of the warehouse.
18. Matches incoming branch and vendor merchandise with vendor and branch packing slips and other shipping documentation.
19. Inspects material upon receipt for catalog discrepancies, manufacturing defects and shipment damage. Ensures the company does not accept defective or damaged merchandise.
20. Pulls merchandise from the warehouse, fill ad pack customer orders and product transfers in a timely, accurate fashion. Assist in handing out material to couriers as required.
21. Identifies and reports inventory discrepancies to management in an accurate and timely fashion.
22. Effectively maintains wire inventory including cutting, stocking and identifying various wire types.
23. Operates and routinely maintains all material handling equipment such as fork lifts, pallet jacks, carts, etc. Reports any damage or defective equipment to the Warehouse Supervisor or Branch Manager.
24. Prepares accurate bills of landing and shipping tickets/labels, return tickets, and miscellaneous documentation.
25. Pull, stage and properly handle defective material and over stock in response to manufacture return goods authorization.
26. Performs all job functions in accordance with established safety principles.
27. Establishes and maintains effective working relationships with other Leff Electric employees.
28. Cooperates with all Leff Electric locations as requested and informs all branches as to merchandise availability.

Job Requirements

- Education, Knowledge, Training, Experience, Licenses, Certification
- High school diploma or GED certification
- Minimum two years' work experience at counter or inside sales required.
- Must be able to lift up to 50 lbs
- 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.
- 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 requirement , and resolve customer issues.
- Able to take telephone calls, transfer calls, park calls, leave voicemails, use the phone directory.