



JOB DESCRIPTION

Position Title:	Sales Support / Customer Service Representative
Reports to:	Sales Team and VP of Sales
Compensation Range:	\$21.50 - \$24.00 / hour, commensurate with experience and ability
Performance incentives:	Up to \$9,000 / year: <ul style="list-style-type: none">• Up to \$500/month Team Sales Bonus – subject to personal and team performance*• Repair Center sales commission*• PLUS \$2,000 Second Anniversary Loyalty Bonus*
Benefits:	Medical, Dental, 401K, Paid Holidays, Paid Time Off available at satisfactory completion of 90-day probationary period
Non-Exempt Position:	Hourly

Position Summary:

This position is responsible to:

- Find selling opportunities for our sales team, within 32-40 CSO and CSFU OCE's made each day
- Manage the Customer Service Department and Customer Service Opportunities (CSO's) in providing customers with prompt and thorough communication and problem-solving solutions
- Fulfill the responsibilities of Repair Center Coordinator
- Conduct Operational Product Overviews
- Opportunity for rapid career track advancement

You will be communicating via telephone, chat and email with customers for the majority of a typical day. Imperative to be able to multi-task while remaining focused on the issue at hand. Position provides an excellent opportunity for rapid advancement and pay increases for the candidate that exhibits loyalty, reliability, desire and ability to exceed job performance expectations. Career track opportunity to Inside Sales Representative after 18-36 months of exemplary performance and display of ability and desire to advance into direct sales.

Essential Job Functions:

- Ideal candidate will have a high energy level, be a problem-solver and have a "sales mentality"
- Team player. Understands the importance of working on a team and thrives in a team environment. To become a vital, irreplaceable member of the sales team
- Mover and shaker
- Self-starter with ability to work independently
- Ability and willingness to follow direction
- High levels of honesty and integrity
- Highly organized with a great memory
- Managing a heavy volume of both inbound and outbound communication via phone and email
- Able to naturally "connect" with people by telephone to build relationships
- Calm and confident under pressure
- Thorough note taker and responsible to ensure Priority List is managed, executed and remains CLEAR
- Prioritize and execute tasks based on priority and commitments made, including incorporation of sporadic and unexpected issues into their daily workload while still meeting obligations and deadlines
- Learn and understand veterinary medical equipment and its function. Being able to guide veterinarians and technicians through troubleshooting with patience, understanding and complete solutions

"Experience the Difference"

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Essential Job Functions (cont'd):

- Special projects and/or tasks as required. Position description will expand as employee gains knowledge and shows ability to grow and advance
- Rock star producer could be considered for a full-time position as an Inside Sales Representative

Essential Job Preferences (but not required):

Education: Two-year College Degree
Experience: 1-3 years of customer service and/or entry level sales experience

Required Skills:

- Excellent verbal and written communication skills
- Attentive listening skills and note taking abilities
- Attention to detail
- Problem solving
- High level of professionalism
- Ability to manage multiple projects simultaneously
- Flexible and able to effectively deal with changes in business needs as they arise
- Friendly and engaging personality
- Confident phone manner
- Proficient in using Microsoft Office suite. Advanced skills in Outlook
- Excellent keyboard skills (minimum 40-50 wpm) with ability to send and receive a high volume of emails daily

Preferred Skills:

- Previous customer service experience
- Basic knowledge of medical or veterinary equipment
- Basic knowledge of QuickBooks

Physical Requirements:

- Sitting for long periods of time in front of computer, standing, stooping, frequently walking up and down stairs and lifting up to 25lbs
- Long periods of time on the phone

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their manager in compliance with Federal and State Laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

*Requires exceptional performance without disciplinary action or work-improvement programs

Signature

Date

Conquest One, Inc. is a smoke-free / drug-free workplace. All applicants are subject to a background check and comprehensive drug screen. Corporate Policy prohibits personal internet use and personal cell phones within the building. We will make a 2-year commitment to the right Candidate and expect a mutual 2-year employment commitment from you. If these policies and expectations are uncomfortable for you, we wish you success in your career search.