



Job Description: **Inside Sales Customer Service Representative**

Job Summary: Responsible for meeting customer needs by providing sales support and problem solving, which may include:

- Researching questions regarding order status, leadtimes, pricing
- Updating estimates to facilitate order entry
- Interpreting specifications and completing accurate estimates in a timely manner
- Assisting customers in filling their loads to maximize freight
- Continually up-selling TBEI products to increase sales (accessories)
- Looking for opportunities to positively affect gross margin & implementing them when appropriate
- Representing the company in a professional and courteous manner when dealing with customer disputes and complaints
- Communicating ideas and concerns related to TBEI and the sales department in a timely manner
- Other duties as assigned that will impact the department and TBEI

Tools Used: Computer, Business System Software, MS Office software, printers, faxing machines, copier, calculator, and telephone

Environment: Office area, production floor, and customer locations

Job Requirements:

1. Ability to deal effectively with customers promoting positive company image using strong communication/ presentation skills.
2. Strong technical reasoning and independent decision making skills.
3. Possible travel required.
4. Proficiency in computer applications (Microsoft Office, ERP system, etc.).
5. Basic understanding of truck chassis and related equipment.
6. Detail orientated and ability to remain focused in all environments.
7. Ability to attend and participate in required company meetings.
8. Must be a team player that maintains high integrity while meeting company goals.

Preferences:

- College Degree in a field related to Business or equivalent experience
- One to three years of sales experience
- Basic hydraulics knowledge
- General steel knowledge