

# Counter Sales Representative

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**Reports to:** Shop Manager / Operations Manager

**Purpose:** Sells products to retail and/or wholesale customers at our store's front or will call counter.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

- Meets and greets customers in a friendly, courteous and professional manner.
- Emphasizes salable features, quotes prices and credit terms, and prepares customer sales orders
- Determines inventory stock levels and suggests alternative manufacturer products depending on customers pricing and timeline needs.
- Estimates date of delivery to customer, based on knowledge of company's purchasing, fabrication, and delivery schedules for inventory not currently in stock.
- Provides accounting with new customer data and credit application for establishing new customer accounts in computer database.
- Investigates and resolves customer problems with returns and exchanges.
- Accurately records cash and check payments on cash register for receipt of sales, making change as necessary.
- Accurately records credit card payments on credit card machine for receipt of sales.
- Answer phones as directed from central answering for inside sales.

**Skills/Qualifications:** To perform this job successfully, an individual should demonstrate the following:

- Hydraulic Hose & Fittings Knowledge
- Strong Mechanical Aptitude
- Problem Solving
- Selling to Customer Needs
- Develops Alternative Solutions
- Excellent Communication Skills
- Respects Company Property
- Uses Reason in Dealing with Emotional Topics
- Solicits Customer Feedback to Improve Service
- Building Relationships
- Market & Product Knowledge

- Prioritizing and Planning Work Activities
- Meets Commitments

**Computer Skills:** To perform this job successfully, an individual should have the ability to search inventory on hand quantities in our inventory software and ability to prepare sales quotes and orders for our customers in our order processing software.

**Education:** High school diploma or general education degree (GED); or one to two years related experience and/or training in inside sales.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.

**Physical Demands:** While performing the duties of this Job, the employee is regularly required to stand and hear. Specific vision requirements required by this job include close vision due to the high demand in processing customer orders. Lifting up to 20 lbs is customary. Employee may occasionally be required to lift up to 50lbs of product inventory.