

MAKE. CREATE. INNOVATE.

POSITION SUMMARY:

Sales Support, you will work closely with outside and inside members of the company to help meet or exceed monthly sales budgets while increasing customer satisfaction. Your standard work week be Monday through Friday 8:00 A.M to 5:00 P.M.

WHAT YOU WOULD DO:

- Monitor incoming phone activity and provide assistance with customer.
- Accurately process customer transactions such as order and quotes
- Provide accurate information to customers regarding on-time/late deliveries
- Monitor scheduled ship dates to ensure timely delivery and expedite as needed
- Contact customer following sales to ensure ongoing customer satisfaction
- Fill requests for product information or samples
- Maintain technical and computer capability to effectively use office software, CRM, and other office equipment
- Utilize CRM system-update daily-includes customer profiles-maintain customer files
- Work closely with our vendors/suppliers to assist company and customer needs
- Perform other duties as assigned

QUALIFICATIONS:

- Delivers superior customer service
- Effective listening, communication (verbal and written) and good phone skills
- Problem solving and analytical ability
- Accuracy and attention to detail
- Manage time effectively and adapts quickly to changing priorities
- Able to multi-task
- Team player who works productively with a wide range of people
- Able to work independently with some direction
- Superior organizational skills
- Knowledge of Microsoft Office software
- Education: minimum high school diploma.
- Experience: Minimum 2 years in similar position preferred

HOW TO APPLY: If this role is of interest to you, please send your resume to careers@redwoodplastics.com , no later than Monday October 11, 2021

Job Type: Full-time