



Job Title: Inside Sales Representative I
Reports To: Inside Sales Support Manager

ECCO Safety Group (ESG) is a global leader in emergency lighting and audible warning equipment for commercial and emergency vehicles. With nearly 1,000 employees worldwide, ESG serves more than 500 original equipment manufacturers (OEMs) and thousands more private label, fleet and aftermarket customers in a range of industries from heavy construction to material handling equipment to utilities and public safety. Our mission is to protect people with world-leading safety solutions.

*ESG has an opening for an **Inside Sales Representative I** in our **Boise, ID** administrative office.*

JOB SUMMARY: The Inside Sales Representative is responsible for providing a superior customer experience by utilizing in-depth knowledge of company products, procedures, and programs. This person will effectively respond to customer inquiries, requests and complaints of a more complex nature, and will receive and process sales orders accurately and timely. The successful incumbent will strive to solve problems while delivering outstanding service and quality with every interaction.

ESSENTIAL RESPONSIBILITIES AND DUTIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Promote an outstanding customer-centric attitude and environment, including strong communication skills and application of tact and diplomacy when dealing with customers
- Provide excellent customer service that is focused on the customer as well as the solution
- Contact the customer to clarify any potential concerns or questions about sales orders; follow through on ongoing customer concerns until issue is resolved
- Manage high-volume workload by multi-tasking, coordinating with peers and communicating with customers as required
- Handle objections and use product knowledge to align solutions to customers and business needs
- Create appropriate email responses internally and externally; excellent communication required via phone, email, chats and customer websites
- Take customer orders via phone, email, web, and EDI and enter orders into the Order Entry system; address customer emails and sales requests daily
- Effectively prioritize responsibilities based upon current workload, team alignments, and service expectations
- Develop and maintain a high level of knowledge about our products and services
- Recognize and provide timely feedback to the team lead regarding trends in customer calls and concerns
- Provide accurate and timely answers to customers' questions regarding quotes, product, orders, shipments, literature, complaints, installation and other technical questions about ESG products
- Issue return goods authorizations for returns and process credit memo requests
- Work directly with the assigned Division Sales Managers and Reps to support customer needs and help generate business
- Enter pricing updates in the CRM tool
- Provide coverage for ESG Americas main phone lines as needed
- Adhere to all Company policies and procedures

- Maintain confidentiality in accordance with established policies and procedures
- Perform other related duties and special projects as assigned

QUALIFICATIONS/REQUIREMENTS FOR POSITION:

- High School Diploma or equivalent education required
- One (1) year of relevant experience required
- Familiarity with the Windows environment and working knowledge of email programs and internet browsers
- Proficient in basic computer operation skills (typing, using a mouse, etc.)
- Ability to learn new software easily (such as in-house ESG systems)
- Must be energetic and possess a strong focus on customer service
- Ability to communicate effectively, both verbally and in writing, with a wide variety of distributors, customers, prospects, company personnel and others
- Ability to type 50 wpm, 10-key by touch
- Good math skills (e.g., adding, subtracting, etc.)

PREFERRED KNOWLEDGE AND SKILLS:

- Excellent critical thinking skills
- Strong attention to detail with demonstrated organizational skills
- Comfortable analyzing information and dealing with complexity
- Able to handle confidential material in a reliable manner
- Excellent communication skills; ability to communicate clearly and concisely, verbally and in writing
- Social ease and a demonstrated ability to build relationships with a variety of different people and personality types
- Ability to perform several tasks concurrently with ease and professionalism
- Ability to effectively prioritize workload in a fast-paced environment
- Proficiency with Microsoft Office Suite

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Job performed at a desk in front of a computer
- Requires heavy use of mouse and keyboard
- Professional office environment along with production environment
- Regularly required to sit, stand, talk, hear, see and read
- Manual dexterity required (e.g., typing, filing, collating, operating office machines, 10-key etc.)

This job description is not intended, and should not be construed, to be exhaustive lists of all responsibilities, skills, efforts or working conditions associated with this job. It is meant to be an accurate reflection of the principal job elements essential for making fair pay decisions about jobs.

ESG is an Equal Opportunity Employer. ESG is an At-Will employer. Employment may be terminated at any time by employee, or employer with or without notice.