

## CUSTOMER SERVICE/INSIDE SALES REP.

Bronstein Container is a 4<sup>th</sup> generation family business, based in the Syracuse, NY area.

We are a distributor of industrial packaging, such as pails, cans, drums & bottles, etc.

In addition to our customer base, throughout Upstate, NY, we continue to grow within the USA/Canada and internationally, via internet inquiries.

This is a full-time position, set in a comfortable, modern office that has a “small business” feel.

### RESPONSIBILITIES: *This Position includes Regular Participation in some or all of the following:*

- Act as a primary resource for existing customers, regarding product specifications, pricing, and product availability
- Manage Inquiries from Potential Customers & Leads: Identify their requirements. Make Product Recommendations. Prepare and Send Quotes.
- Proactively Follow-Up & Track: Leads/Inquiries/Sales Opportunities
- Phone Reception
- Order Entry
- Coordinate with Shipping to Schedule Customers' Orders and Update Order Status with Customers
- Maintain Up-to-date customer records, including contact & product information
- Respond to customer inquiries in a timely & professional manner
- Regular proactive contact with existing customers
- Maintain productive relationships with existing customers
- Market Research/Cold-Calling to generate new business
- Invoicing/Accounts Receivable
- Support for Outside Sales
- Assist with Compliance Documentation
- Assist with Marketing/Website Content, etc.
- Product Sourcing
- Participation in Miscellaneous Projects/Programs

### REQUIRED CHARACTER TRAITS:

- Self-Motivating
- Highly Organized
- Creative
- Problem Solver
- Friendly
- Confident
- Professional

#### REQUIRED SKILLS & EXPERIENCE:

- Experience Interacting with Customers in a Moderate to Fast Paced Work Environment
- Strong Communication and “People” Skills
- Ability to use a Computer and Telephone on a Daily Basis
- Proficiency in Microsoft Office Software, particularly MS WORD & EXCEL
- Experience with Business/Accounting Software Preferred
- Experience with CRM Software Preferred
- Ability to learn Technical Specifications & Have Knowledge, to properly represent our products.
- Be Self-Organized: Independently Manage Workload, Multi-Task
- Work Well in a Team Environment
- Ability to Establish and Maintain Effective Business Relationships, with both Customers and Suppliers.

#### REQUIRED EDUCATION & WORK EXPERIENCE:

- A 4-Year High School Education/Diploma is required. A 2-Year Associates Degree in Business (or equivalent) is preferred.
- A minimum of Two-Years of business experience is required. This experience should be in the area or areas of Customer Service, Sales, Purchasing, etc. Business to Business experience is preferred.
- Any equivalent combination of education, training, and experience will be considered.