

# Job Description



## Customer Service Rep / Front Counter Sales

### JOB POSTING – Indusco Wire Rope & Supplies Baltimore, MD

#### Position Summary

As a member of the inside sales team, partner with outside sales and management to drive the Company's strategic vision of being a Brand of Choice for customers; serve as the customer's advocate by responding to inbound inquiries – over the phone and face to face, exceeding expectations and providing superior customer service to increase customer attraction and retention; collaborate with manufacturing to ensure Operational Excellence.

#### Job Duties:

1. Respond to customer and outside sales' requests in 'real time' for price quotations, order placement, adjustments and cancellations
2. Respond to customer needs, face to face, as they come into our showroom to browse, shop, and pick up orders
3. Develop and maintain relationships with customers to ensure proper support and provide a positive customer experience
4. Prepare quotes, order entry and resolve queries utilizing the ERP system
5. Serve as a liaison with outside sales, purchasing and plant management to expedite orders and meet delivery dates
6. Coordinate delivery times with production and Operations Manager in order to achieve customer satisfaction when normal lead times are not adequate
7. Work with purchasing to obtain information regarding pricing and specifications to complete and execute on project deliverables
8. Other duties as assigned

#### Education:

A high school diploma or GED is required; an undergraduate degree from an accredited college or university with a focus in Business Administration, Finance, Accounting, Economics, Marketing, or related discipline. In the absence of a degree, directly-related job experience serving in strategic account management and industrial sales role, where a number of years and proven knowledge may offset the degree requirement.

#### Experience & Skills

- At least one year of sales experience in the industrial marketplace with proven experience meeting and exceeding sales goals is preferred
- A proven track record of building and maintaining effective customer relationships within different organizations to meet or exceed established goals for product sales

- Demonstrated strong organizational abilities and prior experience with order entry responsibility
- Demonstrated ability to work with internal and external customers providing exceptional customer service
- Requires solid written and verbal communication skills
- Demonstrated mechanical aptitude
- Excellent math skills and overall PC literacy (Microsoft Office) are required.
- Must be detail oriented, self-motivated and disciplined with the ability to multi-task.
- Must successfully complete drug screen, physical and E-Verify

### **Travel**

- Travel for this position is rare; less than 10%

If interested in applying for this position, please submit your resume and letter of intent (why you feel you would be a good candidate for this position) to [careers@mazzellacompanies.com](mailto:careers@mazzellacompanies.com) or fax resume and cover letter to 440.239.5703.

Or, mail resume and cover letter to:

Human Resources  
Mazzella Companies  
21000 Aerospace Parkway  
Cleveland, OH 44142

Mazzella Companies participates in the federal government's E-Verify program. With all new hires, we provide the Social Security Administration and when applicable, the U.S. Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

This job description is not meant to be an all-inclusive list of duties, functions and/or responsibilities of this position. Other related functions and responsibilities may be assigned by the immediate supervisor as required to complete assignments or initiatives. Mazzella Companies reserves the right to change, add, delete or modify job functions as necessary based on business necessity. The Company or employee, independently, has the right to terminate employment at any time for any reason; employment is at will. This job description does not promise or guarantee continued employment with Mazzella Companies.