



## Inside Sales Representative

General Insulation Company is a national wholesale distributor of commercial and industrial insulation products, HVAC supplies, 3M Firestop products, and associated construction supplies. It is the largest privately-held mechanical insulation distributor in North America. As a family owned company, we have built our business by providing the highest quality products and

superior service to our customers. We look forward to you joining our family!

### Job Requirements:

- Works under the direction of the General and Operations Managers.
- Handle incoming customer calls or customer walk-ins by answering questions and following up with product recommendations and price quotes utilizing great customer service techniques.
- Receive and process orders in E-Term.
- Provide support to outside sales team by maintaining Product Literature/Samples, communicating customer activity and providing leads.
- Ensure pricing and packing slip matches when receiving or shipping material; make deliveries when necessary.
- Determine appropriate billing situations: COD/Cash/CC/Invoice.
- Responsible for daily Credit Card Processing Needs and EOM report for credit card sales.
- Reconcile customer or vendor material returns.
- Provides consistent communication with warehouse personnel to ensure customer needs are met.
- Must be comfortable with change, possess an entrepreneurial spirit and have ability to think outside the box.
- Assists in warehouse and additional functions per General or Operations manager.
- Ensures bid follow ups and helps customers resolve issues with orders.
- Collect mail, faxes and Federal Express and distribute.

### Candidate Requirements:

- High school Diploma
- 1-2 years of inside sales experience
- Must possess excellent communication skills
- **Technical skills.** Detailed knowledge of industry processes, materials, and costs are vital. Product and software knowledge, or the ability to learn quickly.
- **Time-management skills.** Fixed deadlines require planning in advance and work efficiently and accurately. Ability to meet deadlines / quick turnaround.
- **Must be willing to work odd hours including evenings, holidays, and weekends.** Occasional travel may be required.

### What we offer:

- **Health:** We offer great medical vision and dental benefits as well as voluntary benefits that cover both you and your family!
- **Future:** Plan by enrolling in a 401k plan that helps you save money for a rainy day
- **Time Off:** Paid time off along with flexibility for a healthier work life balance
- **Environment:** We offer an inclusive environment where there is always someone available to help and teach so that you can grow within the industry no matter what direction your career takes you!

General Insulation is committed to equal opportunity. We value and embrace diversity and inclusion of all Team Members.