



1150 E 58th Avenue, Denver, CO 80219

Job Description – Inside Sales

Department – Sales

Description:

Inside Sales is responsible for providing excellent customer service, including, answering customer inquiries and processing orders. This position serves as a liaison between the customer and other departments at Denver Hardwood.

Responsibilities:

- Provide product information regarding product features, availability, and pricing.
- Process customer orders from initiation through shipping and follow-up, including:
 - Receipt and entry of customer orders.
 - Tracking and prioritization of operations efforts to fulfill customer orders through appropriate personnel.
 - Communication to the customer regarding order status.
 - Resolution of customer complaints.
 - Maintenance of customer order files.
 - Process returns and credits.
 - Maintain and reconcile the cash drawer.
 - Facilitate sampling needs of customers.
 - Preparation of various reports, including on-time delivery, order fulfillment accuracy, backlog, etc.

Minimum Knowledge Required/Qualifications:

Education:

- Minimum of high school diploma.
- Minimum of three years' experience in a related position.
- Proficiency with Microsoft Office suite.
- Proficiency with standard office equipment.

Personal Attributes:

- Excellent written and verbal communication skills.
- Exceptional interpersonal skills.
- Ability to understand and react to customer needs.
- Organizational skills.
- Team Player.
- Ability to prioritize.
- Flexible and adaptable
- Ability to speak effectively before groups of customers and/or employees.