

**Job Posting**  
**Inside Sales and Service Position**  
(Based in Winston-Salem, NC)

**Reports To:** Inside Sales Manager

**Job Responsibilities:** Responsible for coordinated, timely, cost effective and profitable sales and customer satisfaction by assisting outside sales or working directly with customer in a supplies and machinery distribution organization.

**Duties and Responsibilities Include:**

- Receive and process incoming orders accurately for products or services
- Recommend alternate products based on cost, availability or specifications
- Communicate with customers about order status, changes in prices, shipping dates or delays
- Prepare quotes, adhering to established pricing structures
- Handle customer complaints and requests for returns
- Complete and distribute necessary sales documents and/or information to outside sales
- Communicate/coordinate customer requirements with internal departments effectively
- Keep customers and other sales people advised of new products, product changes and obsolescence
- Develop new customers, increase sales and average order size by making outbound calls and using “upselling” skills
- Actively utilize sales software to record activities and ensure company and contact details are accurate
- Work with ecommerce by processing changes to add/update/remove products as needed

This job description is not intended as a complete list of all job duties. The incumbent may be required to perform other duties and tasks.

**Education, Experience & Skills – To be successful in the role you will need:**

- Glass or Stone fabrication industry knowledge OR industrial tooling/parts experience a must.
- Previous inside sales/customer service or college graduate in lieu of less than 2 years of experience
- Bi-lingual English/Spanish a plus
- Mechanical aptitude is a plus, and ability to understand CAD drawings and prints very helpful.
- Computer literate (especially Microsoft Outlook, Excel, Word and CRM packages)
- Ability to communicate effectively; both orally and written
- Highly motivated and must demonstrate a proactive and positive attitude
- Familiarity with inside and outside sales environment
- Self-starter – ability to work independently with good decision-making skills
- Ability to multi-task; must be organized

**GO BEYOND THE EDGE**

**NORTH CAROLINA – HQ**

5901 Gun Club Road  
Winston-Salem, NC 27103  
**Office:** 800.234.1982 | 336.766.1104

**CALIFORNIA**

10125 Shoemaker Avenue  
Santa Fe Springs, CA 90670  
**Office:** 800.445.6339 | 562.944.6155

**PENNSYLVANIA**

2330 Greensburg Road  
New Kensington, PA 15068  
**Office:** 724.212.3749

**WASHINGTON**

3801 NE 109th Ave. Suite C  
Vancouver, WA 98682  
**Office:** 360.993.5644

**ONTARIO – CANADA**

Greater Toronto Area  
**Office:** 844.858.7444  
[www.SalemFTG.com](http://www.SalemFTG.com)



- Team player with a positive attitude
- Willingness to abide by Salem's safety standards and follow safety procedures.

To apply for this position, send your resume to [hr@salemftg.com](mailto:hr@salemftg.com).

This job description is intended to provide general information about the position. It is not an employment contract. As with all positions, the responsibilities, duties, and requirements of this job may change. The company, in its discretion, may alter this job description at any time with or without notice.

*Salem Fabrication Technologies Group, Inc. is an Equal Opportunity Employer.*

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