

Job Posting
Customer Service Position
(Based in Winston-Salem, NC)

Are you an experienced customer-service professional who enjoys helping customers, problem-solving and continually learning? Are you looking for a career rather than just another job? We are looking to add a motivated team member who can contribute to the goal of delivering state of the art fabricating solutions to our glass and optical customers. Being part of an ESOP company, you will directly benefit from company growth and profitability brought about through your own hard work.

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

Reports To: Sales & Service Team Manager

Duties and Responsibilities Include:

- Receive and process incoming orders accurately for products or services
- Prepare quotes, adhering to established pricing structures
- Recommend alternate products based on cost, availability or specifications
- Communicate with customers about order status, changes in prices, shipping dates
- Handle customer complaints and requests for returns
- Communicate/coordinate customer requirements with internal departments effectively
- Advise external and internal customers of new products, product changes and obsolescence
- Develop new customers, increase sales and average order size by making outbound calls and using “upselling” skills along with AI software
- Actively utilize CRM and ERP software to record activities and maintain accurate company and contact details

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 Optical fabrication industry knowledge OR industrial tooling/parts experience a must.

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

- 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
- 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.

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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