

# INSIDE SALES TECH

## Job Description

**Hours:** Mon – Friday 8:00-5:00 + daily overtime should workloads require;  
Plus, every other Saturday, 8:00AM – 1:30PM

**Status:** Fulltime / Hourly

### **Purpose**

Assist customers via phone or counter with parts lookup, technical questions, sales and ordering.

### **Ideal Candidate**

An energetic, tech savvy, customer service oriented inside sales professional with a working knowledge of the classic car industry in general; familiar with automotive systems, replacement parts and the needs of classic car owners; with the willingness to travel to tradeshow and events.

### **Requirements**

- 3 + years automotive parts industry sales experience (wholesale, retail or dealership)
- Requires a working knowledge of the classic car/truck market- specifically steering, brake and suspension components
- Must have Call Center / Sales Counter / Customer Service experience
- Comfortable with phone, retail, over the counter, customer interaction
- Able and willing to travel monthly, sometimes out of state, to attend trade shows and events (25% travel)
- Friendly and professional demeanor; positive Can-Do attitude
- Reliable with strong work ethic
- Good verbal and written communication skills
- Analytical and problem solving abilities
- Excellent attention to detail and organizational skills
- Strong and accurate data entry/order entry skills
- Ability to work in a fast paced, collaborative team environment
- Able to multi-task, follow-through and stay customer focused
- Willingness to work cooperatively across all departments to provide good customer service
- Able to work independently, with minimal supervision, and adapt positively to a changing environment
- Proficient using Microsoft Office: Word, Excel, Outlook; Internet, eBay and other on-line resources
- Bilingual/Spanish preferred but not required
- Field sales experience in the automotive parts industry is a PLUS!
- **\*\*\*Must be able to work every other Saturday \*\*\***

### **Job Duties**

- Answer heavy call volume of technical calls
- Assist customers in catalog parts lookup, sales and ordering
- Handle return processing and other sales, technical, customer service functions
- Continually follow-up with customers and return email and voicemails promptly
- Build business by calling on, building rapport and selling to new and existing customers
- Help introduce new product lines to build sales
- Available to travel to work local and out-of-state tradeshow and events
- Other duties as assigned