

Inside Sales Coordinator

All Branches

Position Purpose:

The Inside Sales Representative is responsible for providing operational and sales support to the branch for a heavy machinery and equipment rental company. Responsibilities include managing the day-to-day calls and customer walk ins, facilitating information to the Sales team and report on status of equipment and answering incoming customer inquiries. Develops ongoing, profitable relationships with customers ensuring customer retention and satisfaction

PRINCIPAL RESPONSIBILITIES AND DUTIES:

- Manage inbound calls and walk-in customers for any equipment rentals, sales and parts opportunities ensuring maximum customer satisfaction
- Communicate with internal / external customers, vendors, and suppliers to include equipment and parts rentals, order placement, equipment status, shipment arrangements, etc.
- Build and maintain customer relationships to improve profitability and maximize customer retention
- Prepare rental quotes and invoices with accuracy and efficiency
- Assist in customer resolution for issues related to invoices, credit and past due receivables
- Coordinate daily equipment pick-ups and returns ensuring customer expectations are met
- Effectively communicate with internal / external customers on equipment specs, to include operation, maintenance, and availability
- Partner with Outside Sales Representatives to provide service to new and existing customers including equipment needs, quotes, order fulfillment, etc.
- Source, receive, process, stock, sell and maintain parts and rental inventory
- Enhance professional delivery by continuously increasing product and industry knowledge
- Build and maintain ongoing awareness of new products and services
- Perform other related duties as assigned

MINIMUM QUALIFICATIONS

Basic Knowledge & Competencies

- Excellent customer service, communication and multi-tasking skills
- Accuracy in data entry and keen attention to detail
- Knowledge of all systems, procedures, equipment, operations, and reports that apply to the sales process
- Exceptional organizational skills
- Proficient in MS Office Suite (Outlook, Word, Excel and PowerPoint)

Previous Experience & Education

- High school diploma required; associates or bachelor's degree preferred
- Prior experience in a customer service role preferred
- Prior experience in branch operations preferred

Physical Requirements

- Working conditions are normal for an office environment
- Frequent use of hands to manipulate the keyboard, telephone, files and other equipment
- Standing, walking, lifting, twisting and bending on a frequent basis
- Ability to lift up to 40 pounds

Apply with:

Paul Phillips

Lynnwood Store Manager

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