

# Inside Sales Coordinator

Wage range: \$20.00 - \$ 23.00 per hour

Portland Branch

## PRINCIPAL RESPONSIBILITIES AND DUTIES:

- Manage inbound calls and walk-in customers for any equipment rentals, sales and parts opportunities ensuring maximum customer satisfaction
- Build and maintain customer relationships to improve profitability and maximize customer retention
- Prepare rental quotes and invoices with accuracy and efficiency
- 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.
- 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
- Exceptional organizational skills

### Previous Experience & Education

- High school diploma required.
- Prior experience in a customer service role 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:**

James Camaioni

Portland Store Manager

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