

Eddie Edwards Signs, Inc.
560 Waterman Drive
Harrisonburg VA 22802
<http://eesigns.biz/>

Position Available: Inside Commercial and Service Sales Specialist

About Eddie Edwards Signs, Inc.:

Eddie Edwards Signs Inc. is a custom design Sign Company established in the Shenandoah Valley since 1952. Built around a team environment, we prides ourselves on supporting our employees through safety and the ability to professionally grow and develop. Quality workmanship and customized manufacturing with exceptional service and professionalism is what continues to build customer loyalty and brand recognition.

Eddie Edwards Signs Inc. is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.

About the role:

As the **Inside Commercial and Service Sales Specialist** for Eddie Edwards Signs, you will be responsible for managing our customer's activities for vehicle graphics, commercial signage and electric sign and lighting maintenance and repair service work. Your role includes acting as a liaison between customers and the production/service team as well as the lead in all direct sales. Your role also assists with accepting orders, communicating effectively to the production/service team and handling customer questions and inquiries, As well as routinely contacting prospective clients for new and repeat business.

Your responsibilities will include:

Direct Customer Service

- Greet customers warmly and identify reason for calling.
- Communicate with customers to verify and update account information.
- Handle or assist with placement of orders, pickups, refunds or exchanges in an expedient manner, depending on class of job.
- Advise on company information and products to customers.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Answer questions about warranties or terms of sale.
- Communicate and problem solve with production/service team when needed.
- Provide solutions to encourage customers to consider various options to better meet the needs of the customer and the goals of EES.
- Utilize computer technology for design and estimate requests, communicating with clients, submitting work orders, enter customer information and additional duties as required.
- Work with the production/service team and management to ensure the highest level of profitable customer service is being delivered.

- Track, record, and submit weekly Key Performance Indicators-
- Assist in preparing and use scripts for customer interaction when available.
- Create and document change orders, service agreements, warranties and renewals.
- Resolve customer complaints via phone, email, mail, or social media within the same business day.
- Other duties as directed by Management.

Networking

- Build relationships in the community with involvement in local and business organizations
- Developing a sales strategy for inside sales business by meeting face to face with potential business partners

Attributes:

- **Customer Service oriented:** You enjoy working with customers in person and on the phone to have their service needs met. You are courteous, a good listener, and confident in your ability to help others.
- **Organized with a High Attention for Detail in fast paced ever changing environment:** You enjoy working with systems to keep work orders and associated documents updated and current.
- **Adaptable & Confident:** Variety in your position is important to you. You like the challenge of providing solutions for customers. You think on your feet and ask for help when needed.
- **A Great Communicator:** It comes easy for to effectively communicate with customers, the production/service team, and management.

Professional Skills:

- High Attention for details and exceptionally organized with the ability to problem solve and complete paperwork to meet commitments, customer expectations and sales and profitability goals.
- Great customer service skills, a strong initiative and drive to exceed expectations
- Experience using Microsoft Office Suite (Excel, Access, Word, and PowerPoint)

Compensation

- Full-time position: Pay based on experience
- Valid Driving License & good driving record required
- Benefits available: Health, Dental, Vision and Life Insurance, Retirement Savings Plan
- Paid Holidays and Vacation

How to Apply...

Complete an application on our website at <http://eesigns.biz/now-hiring/>

And submit your resume and cover letter to Amy Raines at araines@eesigns.biz

