



Inside Sales – Job Description

The Inside Sales Representative assists the clients, designers, contractors and homeowners in picking out their slabs by providing excellent customer service.

Responsibilities:

- Greet customers as they enter the showroom
- Explain how the warehouse is laid out and the process for selecting stone
- Ensure the customer's safety when viewing material
- Ensure the warehouse is kept free of debris
- Determine customer's project needs and point in the correct direction
- Provide assistance with picking out slabs for projects demonstrating product knowledge
- Answer questions relating to all materials available
- Assist in placing materials on hold for customers
- Build knowledge base of natural stone and related premium exclusive hard surfacing products offered
- Provide outstanding customer service in person or over the phone
- Help TSC reach sales goals
- Keep showroom area clean and organized
- Keep all sample rooms and break rooms organized and clean
- Follow up on holds and liaise with Outside Sales Representative to adhere to TSC hold policy
- Help Outside Sales Representatives as needed ie photos and product needs
- Complete knowledge of Stone Profit Systems and ensure that all information is filled out completely
- Perform other duties as required