

OPEN POSITION: Customer Service/Inside Sales

Status: Full Time

Department: Sales

Rate: Hourly (thru agency) Salary once hired.

Manager: Business Development Manager

Overview:

Masterduct, Inc. (www.Masterduct.com) seeks a Customer Service/Inside Sales Representative for the Houston, TX office.

The customer service person provides support in the sales department to our customers and outside sales team by assisting with inquiries concerning product pricing, availability, product applications, order status and other information vital to providing our customers a great experience. This position requires a positive, can-do and detail-oriented individual open to continuous process improvement and team success.

Masterduct produces a wide variety of lightweight, flexible, abrasive resistant, heat tolerant, innovative technical hoses that provide solutions for a broad range of industrial applications. Masterduct is a subsidiary of **Masterflex S.E.** (<http://www.masterflex.de/en/>), which is a globally operating corporate group specializing in solving complex connection challenges. The group has over 25 years' worth of experience in the development, manufacturing and processing of high-tech spiral hoses.

Duties and Responsibilities:

- Must be able to provide great customer service by responding promptly to customer inquiries via oral or written communication (i.e. phone, email, or fax). Obtains and evaluates all relevant information necessary to respond to inquiries, enter orders and evaluate which products are the right fit for customer applications
- Must be comfortable with learning and using our ERP system for daily activities as well as an online quoting platform and using CRM to enter customer notes as appropriate
- Enters customer orders and checks for correct pricing
- Proactive selling is a must. Our ideal candidate will be able to recognize opportunities to add additional products to an order and also be competent at reaching out to active customers, inactive customers, OEMs and end user customers as a first line of contact to create additional opportunities for our regional sales managers
- Must communicate with the regional sales managers to keep them updated on activities with their customers
- Handles customer complaints in a timely manner

- Communicates and coordinates duties with internal departments (production, purchasing, shipping, etc.)
- Collects overdue invoices for Masterduct
- Assist Sales Department with Freight Quotes & Shipment Tracking information as a secondary responsibility
- Other administrative duties may be assigned as is required by the Company
- Must be able to perform the essential functions of this position with or without reasonable accommodation

Skills/Qualifications:

- Two years of experience in customer service/inside sales with an industrial product offering
- Strong analytical, organizational and communication skills
- Strong computer skills with proficiency in Microsoft Office software programs (Excel, Word, Outlook), CRM and ERP systems
- Expected to perform under minimal supervision
- Experience in handling and prioritizing multiple tasks while adhering to deadlines
- Detail oriented with critical degree of accuracy regarding record keeping & data entry
- Ability to work in a fast-paced and deadline driven environment
- Outstanding verbal and written communications skills
- Team focused and results driven
- Ideal candidate will be growth oriented, looking for a future opportunity in outside sales

Working Conditions:

- 40 hours per week (Monday – Friday)
- Fast paced office environment/manufacturing facility

Physical Requirements:

- Must be able to sit at a desk for extended periods of time
- Normal visual, hearing, and language acuity
- Occasional walks through the warehouse to verify stock on items

Compensation:

- Medical/dental coverage
- 401K plan with matching contributions
- Paid vacation

Email resumes to ross@masterduct.com.