



<b>Location:</b>	Pontiac, MI
<b>Hours:</b>	Part-time & Full-time
<b>Pay Range:</b>	\$11-\$13/hour

**Position:** Inside Sales Representative

**Reports To:** Sales Manager

**Summary:**

The Inside Sales Representative (ISR) is responsible for growing sales over the phone, by providing outstanding customer service to all customers through in-depth knowledge of the company's products.

**Responsibilities/Tasks:**

1. Acts as the first point of contact for new and existing customers to establish a rapport and build confidence in the company's products.
2. Asks open-ended, probing questions to determine customer requirements and expectations.
3. Directly and accurately inputs information into the company's CRM system.
4. Makes recommendations according to customer's needs on products and services and other value-added services. May recommend alternate services and/or products based on cost, availability or customer specifications.
5. Educates customer on terminology, policies, procedures, and any additional information needed to increase customer satisfaction and improve company profitability.
6. Continually maintains thorough understanding of all company products, services, pricing and promotions in order to communicate the benefits and effectively overcome any customer objections.
7. Prepares all paperwork and documents on a daily basis.
8. Obtains customer feedback through regular follow-up calls, and emails to ensure ongoing customer satisfaction and proactively resolve any complaints.
9. Calmly and professionally handles displeased customers and provides timely feedback to management regarding customer concerns.
10. May prepare various reports for management as well as gather research and statistics.
11. May prepare proposals, letters, mass mailings, and other miscellaneous correspondence.
12. May participate in various marketing activities including networking and direct mail.
13. Ensures display area is maintained in a clean and professional manner.
14. All other duties as assigned.

**Supervisory:**

This position has no direct reports.

**Education or Equivalent Experience:**

High school diploma or general education degree (GED) is required.

**Experience:**

A minimum of six months to one year of customer service, sales, and/or office experience is required.

**Skills/Knowledge/Abilities (SKA) Required:**

1. Excellent customer service skills (friendly, courteous and helpful)
2. Effective listening and communication skills
3. Good grammar, voice and diction
4. Good organizational and time management skills
5. Ability to analyze and solve problems effectively
6. Accurate; consistent attention to detail
7. Demonstrated understanding and application of effective selling strategies and techniques
8. Strong team player who works productively with a wide range of people and personalities
9. Comfortable in a fast-paced environment; able to adapt quickly to changing priorities
10. Basic computer and keyboarding skills
11. Able to perform basic business math
12. Able to present a professional image at all times to customers and vendors
13. Experience in the alternative energy industry is preferred.

**Working Conditions:**

Work is generally performed Monday through Friday, from 9am – 6pm, in an office setting with no unusual hazards. Travel is not regularly required, but may be necessary for training purposes.

The qualifications listed above are intended to represent the minimal skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as absolute standards, but as general guidelines that should be considered with other job-related criteria.

**To Apply:**

Email a copy of your resume and cover letter to Ken Harrell: [kharrell@solarraq.com](mailto:kharrell@solarraq.com)

No phone calls please.

The RAQ, LLC is an equal opportunity employer and prohibits discrimination and harassment of any kind.