



Job Description

Job Title: Sales Support/Customer Service Representative

Exempt/Non-Exempt: Exempt

Location: The Horsburgh & Scott Co.

Reports To: Director of Inside Sales

Summary

Provide Customer support, enter orders and inquiries for H&S products and services, administrative and reception duties.

Primary Responsibilities

- Process inquiry requests by Customers, field sales personnel and internal/external sources in our CRM system, *Salesforce*.
- Process purchase orders and related order documentation in our ERP system (BaaN).
- Enter information about Customers, orders and inquiries into our CRM and ERP systems with accuracy; and ensure that internal departments are well informed through verbal, written and/or electronic communications.
- Provide updates and information for Customers about their inquiries and/or orders.
- Ability to read part drawings is preferred, along with a willingness to expand this requirement.
- Direct incoming calls to the correct department, and other reception duties.
- Perform other administrative duties as assigned.

Knowledge and Skill Requirements

- **2-5** years of experience working in a manufacturing company in a similar role.
- Ability to effectively communicate with all levels (verbal/written).
- Self-motivated individual with outstanding problem solving and conflict resolution skills.
- Ability to prioritize and multi-task.
- Proficient in Microsoft Office Products (Word, Excel, Outlook).
- Familiar with ERP systems (preferably BaaN), and CRM systems (preferably *Salesforce*).