



Inside Sales / Customer Service

Location:

Front Office - Dallas Flat Glass Distributors
1304 Champion Circle
Carrollton, TX 75006

Hours:

Full Time only, Monday – Friday, 8am – 5:00pm.**

Description:

The Inside Sales/CS position is responsible for answering a high call volume in order to professionally communicate with customers regarding their orders or pricing requests. You are also required to assist in processing orders using a PC and appropriate software. This includes entering, updating, verifying and/or retrieving data from our system and ensuring the accuracy of information recorded. This position is responsible for providing information and status of pending orders with a customer service focus.

Responsibilities include:

- Ensuring all sales calls and customer needs are processed accurately and professionally
- Investigate and resolve discrepancies
- Ability to multi-task
- Provide estimates and pricing information
- Comply with all company policies, guidelines and procedures
- Stay current with Glass Industry terms, trends, material, out of stock items, and inventory.
- Understand the production timeline and delivery routes for accurate communication with customers.
- Track orders as required to notify customers of activity concerning their order
- Maintain a customer service focus with all customers
- Due to the nature of this position, punctuality and appearance is critical.
- Being bilingual (Spanish) is not required but very beneficial.

Pay:

Competitive pay based on applicable experience.

**When a sales meeting is scheduled, the required start time is 7am. These meetings are typically held on Monday every 2 weeks.