



## INSIDE SALES SUPPORT REPRESENTATIVE

### Job Overview:

Line Hardware is seeking an Inside Sales Support Representative to join our team. This position is ideal for a well-organized, detail oriented professional who thrives in a fast-paced environment and enjoys multitasking. This position plays a critical role in supporting our sales operations by providing administrative assistance, customer-facing support, accurate order entry, timely response to customer inquiries and effective coordination with internal departments to deliver an exceptional customer experience.

Note: Line Hardware is currently located in St. Louis City and will be relocating to Pacific, MO in May 2026. The ideal candidate would be willing to commute to the city until we relocate.

### Responsibilities:

- Respond to inbound sales calls, emails and customer inquiries
- Prepare and follow up on customer quotes and opportunities
- Process sales orders accurately and efficiently
- Build and maintain strong relationships with new and existing customers
- Coordinate with warehouse staff to ensure accurate order fulfillment
- Resolve customer issues related to orders, pricing or shipments
- Maintain accurate customer records in ERP system
- Assist with pricing updates and product information
- Complete order invoicing and communication with customers for shipping details

### Benefits:

- 100% paid medical, dental and vision insurance for employee, 50% family
- 6% 401(k) matching program
- Paid holidays, including your birthday and 10 days PTO
- Family-Owned Company
- Quarterly Employee events

### Qualifications:

- High school diploma or GED required; associate or bachelor's degree preferred
- 1-3 years of inside sales support, customer service, or related experience
- Strong communication and interpersonal skills
- Ability to multitask and manage priorities in a fast-paced environment
- Basic math and computer proficiency
- Experience with ERP or order-entry systems preferred
- Strong attention to detail and organizational skills
- Strong work ethic and team player mentality
- Strong critical and analytical thinking abilities
- Exceptional time management and problem-solving skills