Line Hardware

SALES SUPPORT REPRESENTATIVE

Job Overview:

Line Hardware is seeking a Sales Support Representative to join our team. This position will work to oversee the full life cycle of an order from quote to delivery. The ideal candidate thrives in a fast paced environment, is detail oriented, supports inter-departmental collaboration and challenges themselves to leave with an empty inbox. Your ability to build and maintain relationships through honest communication, prompt response and product knowledge will continue to drive our growth. Responsibilities include preparing quotations, reviewing and processing orders, responding to customer requests, follow-up on deliveries, updating quote logs, tracking order progress and updating customers accordingly.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Acknowledge and respond to customer quotation requests.
- Prepare quotations and review/process sales orders.
- Update internal quote logs and customer information.
- Provide reliable and prompt communication to customers and the operations team regarding shipping requirements, scheduled ships, back orders, etc.
- Build and maintain customer relationships.
- Provides consistent, responsive, quality service to our customers.
- Update customer ship schedules and keep customers up to date on any delays that may occur.

Benefits:

- 100% paid medical, dental and vision insurance for employee, 50% family
- 6% 401(k) matching program
- Paid holidays, including your birthday and 15 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
- Send resume to jen@linehardware.com