

**Kitchen Center and Baths**  
**7946 OH-66 North**  
**Defiance, OH 53512**  
**419-782-7756**

## **Inside Sales Representative**

We are looking for a customer-oriented service representative. An inside sales representative will act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. The best sales rep is genuinely excited to help customers. He/she is patient, empathetic, and passionately communicative. Problem-solving comes naturally to customer care specialists. They are confident at troubleshooting and investigate if they don't have enough information to resolve customer complaints. The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

### **Responsibilities**

- Manage incoming calls
- Provide customer service/sales for kitchen and bath projects
- Order materials for projects and ensure accuracy
- Provide standard bookkeeping for office operations
- Prepare estimates
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Take the extra mile to engage customers

### **Skills**

- Customer service experience preferred
- Strong phone contact handling skills and active listening
- Familiarity with 2020 CAD program for kitchens and bathrooms preferred (if not, willing to learn)
- Customer orientation and ability to adapt/respond to different types of personalities
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- Basic Microsoft Office skills
- Interior decorating sense beneficial

Interested applicants should email resumes to David Kahle at **dkkitchen@gmail.com**