Inside Sales/Estimator

We are looking for a customer-oriented service representative who will also be involved with the estimating portion of our business. 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. He/she will also prepare cost estimates for select job orders. 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 cost estimates for the kitchen and bath project orders
- 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 20/20 CAD program for kitchens and bathrooms preferred (if not, willing to learn)
- Good math skills (cost estimating methods will be taught by employer)
- 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**