**CSR - Sales Support**

**Job Purpose and Reporting Structure:**

Under the guidance of the Director of Global Wholesale, this associate will be responsible for daily customer service duties: entering incoming client orders, inbound/outbound calls and other duties as required. This position will also support other areas of the sales team as needed.

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

* Answer inbound calls from dealers, vet clinics, on-line retailers and distributors
* Quickly and accurately input client transactions: orders, quotes, returns
* Enter orders received via email or fax for domestic and International markets
* Enter drop ship and special order items
* Set up new accounts and send welcome packets
* Mail catalog requests, price lists and answer all email correspondence
* Review and process backorders on a timely basis
* Consistently and proactively contact existing clients, to provide information and solutions that will drive sales and profit for Armor Animal Health.
* Identify new clients and introduce them to Armor Animal Health and build a productive relationship with the goal of increasing sales and profit.
* Work with other departments on developing and implementing strategies for increasing Armor Animal Health’s customer base throughout the United States and International markets
* Explore unique opportunities for increasing the product mix that we can offer to new or existing clients.
* Grow the dealer, vet, distributor market business by providing world class service and implementing sound sales strategies.
* Complete international documents required for exporting
* Creating customer quotes
* Logging calls and activities into CRM database
* Develop consistent call plan
* Any and all administrative duties that help assist corporate sales group as directed by manager

**Marginal Functions:**

* Generate revenue through new and repeat sales utilizing programs, promotions, and/or leads
* Offer clients information on products and solutions, up-sell, cross-sell, and educate each client with the goal of increasing sales and customer loyalty
* A thorough knowledge of the Global Sales Policy and your customer profiles
* Use cost and availability to recommend alternate products and provide accurate information regarding availability of in and out of stock items.
* Monitor scheduled shipment dates to ensure timely delivery and expedite the shipment with a follow up call to customers when there is a delay
* Assist in other areas as directed by National Account Manager

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** 2-4years customer service sales experience and/or a 2 year degree in agriculture or animal science. Dealer market sales a plus.

**Language Skills:** Ability to read and write business correspondence. Ability to effectively and professionally present information and respond to questions from customers and employees. The ability to speak/translate Spanish or other foreign language a plus.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**Other Skills and Abilities**: Must be customer service driven and be able to understand customers’ business needs. Provide proof of success in meeting sales goals and growing sales. Proficient computer skills in Excel and other MS office; experience with CRM tools is a plus. Must strive to exceed customer expectations and be solutions oriented; work 40 hours per week, operate a computer, prioritize work, problem solve, manage multiple projects, work with minimal supervision, follow directions, and work under pressure. Excellent telephone sales personality and written and oral communication skills.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, stand, bend, and walk; use hands to handle or touch objects; type/data entry for long periods of time; talk and hear. Specific vision abilities required by this job include close and distant vision.

**Tools/Equipment Used:** Computer, phone, copy machine, cash register, and any other business machines as needed.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is not exposed to fluctuations in cold/heat conditions.

The noise level in the work environment is usually low