POSITION DESCRIPTION
Inside Sales - MA

This is an hourly position, plus Bonus, Monday through Friday, 7:55 am to 5:00 PM and every other Thursday, 7:55 am to 11 am. You get a one-hour lunch break Monday-Friday. This position also works every other Saturday, 8:00 am to 1:00 PM. This position reports directly to the Operations Manager. Job duties and work hours are subject to change at any time.

WORK PERFORMED IN THIS POSITION (to include some or all of the following)

- Attend morning meeting at 7:55 AM, Monday – Friday
- Check Sales Voice Mail e-mails for overnight messages (if not already done by Dispatcher). **Return all voice mails within one hour.**
- Answer Sales calls **(1st Ring)** and schedule 'Repeat Client' cleaning appointments. If first time cleaning appointment, transfer to MK or take a message and e-mail info to MK. When phone rings, Inside Sales have first priority in answering calls.
- Work with Dispatacher and Operations Manager to allot proper amount of time on job tickets.
- Back up contact on all walk-in customers.
- Back up Dispatch when Dispatch Manager is at lunch or off.
- Collect E-mail addresses, if possible, on all Clients that schedule service.
- Research all 'OTHER' referral sources to obtain correct mailing information
- Print Comment Cards and Surveys. Keep totals for monthly Comment Card contest (see 'CAAW Comment Cards Monthly Contest' procedure. Update board in conference room.
- Assemble Job Packets. Put the appropriate Ticket with each packet: 'Hard Surface', 'Wood Floors', 'Rug Inspection Report' or 'Carpeted Surfaces, Area Rugs, Upholstery and Draperies'.
- When Customer Service Manager is on vacation, mail out Thank You letters and make Confirmation calls.
- Enter 'My Flooring Warranty' warranties into Soft Serve.
- Miscellaneous duties and special projects, as directed by Administration or Operations Manager.

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