



### Job Description: J-Craft Inside Sales

Job Summary:

Responsible for meeting customer needs by:

- Maintaining communication with existing customers through company email and contact calls
- Refer new customers to Outside Sales
- Follow Proven Process to provide timely and accurate quotes
- Entering customer orders into our business system, and updating installations schedule.
- Creating Estimates for parts and install jobs
- Creating and review BOM builders, while monitoring for discrepancies.
- Be the main source of contact for outside sales people in the direct channel for Lake Crystal.
- Effectively create quotes for customers, and take created quotes and convert them into orders.
- Tracking of incoming chassis to meet TBEI scheduling needs
- Communicating customer needs and expectations effectively to all internal parties (i.e. Sales, Engineering, production, etc.) to ensure customer expectations are met and exceeded.
- Maintaining unwavering integrity, professional attitude and positive energy while dealing with all customers
- Presenting product information to increase and maintain sales
- Assisting with customer service including: relaying customer complaints, troubleshooting over the phone, distributing product literature & price changes, and taking warranty calls
- Inspect completed trucks prior to delivery
- Other duties as assigned

Tools Used: Computer, Laptop computer, MS Office (software), printers, copiers, fax machines, calculator, telephone

Environment: Office area and Shop area

Job Requirements:

1. Valid Driver's License with good driving record
2. Ability to deal calmly and effectively with internal & external customers promoting positive company image.
3. Excellent communication, outgoing personality, presentation skills.
4. Basic computer skills (proficiency with MS Word, Excel, & PowerPoint).
5. Ability to attend and participate in required company meetings.
6. Must be a team player that maintains high integrity while meeting company goals.
7. Ability to learn company knowledge of TBEI Brands (warranty procedures, company history, product lines, marketing concepts/team market programs).
8. Knowledge of truck equipment industry preferred (major competitors, their products, and knowledge of distributor forecasting).
9. Technical knowledge preferred (drafting ability, wiring, hydraulics, steel, chassis, bridge laws, weight distribution).

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Employee Print

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Signature

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Date