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ROC 073858 ROC 076292

Sales Agent

The Sales Agent is responsible for maintaining effective customer service for all United Fire Equipment Customers. It is the responsibility of the Sales Agent to efficiently identify and make every effort possible to fill customer needs in a timely manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assist front counter customers
- Answer incoming phone calls and directing to appropriate people
- Fitting firefighters for uniforms and hemming of pants
- Prepare quotations and formal bids.
- Prepares sales orders, order forms and invoices.
- Files quotes, orders and literature on a daily basis.
- Receives customer payments by cash or check, processes credit card payments, and obtains credit authorization for goods or services sold to customers.
- Solicits sale of new or additional products and services from retail and phone customers based on the needs of the customers.
- Estimates date of delivery to customer using knowledge of production and delivery schedules.
- Responsible for inventory verification.
- Ensures front counter opening and closing procedures are completed.
- Other duties as needed.

ESSENTIAL SKILLS & EXPERIENCE

- 2 years Retail experience
- Strong customer orientation

- Bilingual
- Sewing experience
- Strong sales skills

- Thorough knowledge of company products and services.

PHYSICAL DEMANDS

The employee frequently is required to stand; walk; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to twenty-five pounds, and move up to fifty pounds.

A pre-employment drug screen, good driving record, and a background check are required.

If you would like to apply for this position please complete our on-line application.

No phone calls please.