

**Displayit Job Description**

Title: Inside Sales

Department: Commercial and Wholesale Sales

Reports To: VP of Commercial and Wholesale

Position Summary: This role is to support an outside sales representative cultivating new business. Will be responsible to process commercial and wholesale orders and keep the clients abreast of their order

Key Responsibilities:

- Relationship builder (at all levels), is engaging and relatable, comfortable assisting internal and external clients
- Can articulate Displayits' brand and value to customers (clients)
- Partners to support Sales peers in the field; Receives orders from Sales and help produce job with outside suppliers. (Broker fashion. Able to cut POs and work with outside suppliers)
- Liaise between outside sales & production to coordinate information on custom projects & pricing
- Responsible for placing client orders and managing the order fulfillment process for client transactions
- Understands production and can support projects as needed
- Keeps Sales in the loop on the status of jobs
- Works efficiently in company Operating and Sales systems (ie: Pace, Teams, Hubspot)
- Troubleshooting common issues with a product or service
- Efficiently & pleasantly resolves customer issues and concerns; Suggests innovative ideas to inform solution
- Determine product pricing and communicate comfortably if needed
- Other duties as assigned

Preferred Qualifications:

- High school or equivalent
- 2+ years of customer service experience
- Detail Oriented, organized with high respect to following processes
- Great internal and external written and verbal communication
- Understands how to time manage and prioritize tasks based on urgency; Manage a high volume of projects
- Quickness to retain procedures, products and adapt to new strategies
- Excels at providing an excellent customer experience
- Embraces the values of Displayit
- Demonstrates attentiveness and patience
- Good Collaborator with a team and with the customer
- Self-Starter able to adapt to multiple ERP/CRM systems and processes
- Multi-tasker and able to adapt to changing needs daily
- Ability to think quickly and solve problems