



Sales Support

Multi-Housing Depot by ARI – a wholesale manufacturer and distributor of kitchen & bath doors, cabinets, counter tops, appliances, windows, patio doors and closet organizers to the multi-housing industry.

Basic Function

Develops and maintains professional working relationships with customers and sales team to provide excellent, accurate and timely customer service, support and sales utilizing in-depth knowledge of company products, services, resources and programs. Comply with department and company standard policies and procedures to perform the following:

Duties and Responsibilities:

1. Make outbound and answer incoming calls; manage, review, prioritize, respond to, direct and follow through on CRM, field measure requests, emails, voice mails and faxes received from customers, sales team and internal departments with timely and accurate resolution according to schedule. Promote web ordering and solicit customer feedback to improve service
2. Partner with sales team, access calendars to address and provide customers with excellent support, service and timely resolution of issues.
3. Review daily and monthly reports, portal and follow up with customers, sales team and internal departments to ensure customers needs and requirements are timely and accurately met.
4. Analyze, prepare, negotiate, process and maintain quotes and contracts; review and follow up with customers, sales team, and internal staff according to time frames, policy and procedures.
5. Coordinate with sales team the daily maintenance and utilization of CRM data base for all existing, new and potential customer accounts.
6. Prepare and process quotes and leads and follow through with customers as requested in order to assist with the sales process.
7. Develop and maintain strong professional working relationships with customers, sales team and vendors.
8. Make out bound sales calls to current or potential customers to follow up, up sell or generate new and repetitive sales.
9. Provide customers, sales team and interdepartmental personnel with timely and accurate information on incoming customer order status, quotes, leads, inventory, field measurements, and product knowledge requests.
10. Partner with Customer Service Rep on RMAs, service calls and customer requests when needed.
11. Sustain 5S program. Maintain a neat, clean and organized work area.
12. Attend and participate department meetings.

13. Stay current with company products, services, resources, programs, policy and procedures to accurately and timely support, promote and respond to customer and sales team inquiries and issues; research information on products, competitors and prospects.
14. Keep manager and sales team informed of work status, problems, and progress as it relates to work assignments or issues unresolved and customer feedback.
15. Back up Customer Service Representative when needed.
16. Perform other related duties or projects as assigned; sales campaigns, training and participate in company trade shows and events.

Experience:

- 3+ years' experience, Kitchen and Bath Industry related preferred.
- Proficient with Microsoft Office – Outlook, Word, Excel
- CRM, Crystal & Profit 21
- Adobe Acrobat

Working Schedule: Monday – Friday 8:30 – 5:00

As part of our pre-employment process, we require that applicants agree to submit to drug, alcohol and background screenings.

We offer a comprehensive benefits package that includes:

- **Section 125 Major medical, health, prescription and dental plans**
- **Flexible Spending Accounts**
- **401K with company match**
- **Company paid Life/ LTD/AD & D Insurance**
- **PTO and Holidays**
- **Direct Deposit**

Applicants can visit our website www.multihousingdepot.com for an application to complete, sign and forward with resume to hr@multihousingdepot.com