

Pay \$15.50-\$17/hr Base plus Tier 2A Profit share. Please contact HR to apply.
Closes 05/07/2021



Bestbath Administrative Job Description

Position Title: Sales Account Specialist I

Date Revised: 12/29/20

Department: Sales

Reports to: Sales Operations Manager

FLSA Status: Non-Exempt (Hourly) + Profit Share

Job Summary:

Actively engages with Dealers by providing top-level customer service. Assists Dealers with an array of requests, including, but not limited to issuing quotes, checking order status, sending specifications, etc. Responsible for training and coaching Dealers on how to be more self-sufficient by utilizing resources, such as, the Dealer Quoting Website. Collaborates with other departments to find order-related solutions. Provides support to the Sales Operations Specialists with Order Entry & Change Orders. Works closely with Program Manager on specific projects related to Program Dealers and Sales, such as, creating streamlined process and procedures for New Dealer On-boarding and Order Submission.

Keys to Success

- Quickly able to determine customer needs and the best way to provide support.
- Ability to organize and prioritize variety of tasks each day.
- Excellent time-management skills
- Professionally communicate, both written & verbal
- Willingness to adhere to standard operating procedures and policy.
- Effectively collaborates with peers and subject matter experts to find solutions.
- Creatively uses problem-solving skills and techniques.
- Professionally interacts with peers, management, and stakeholders from other departments.
- Diligent and motivated in all work assignments and responsibilities.

Essential Duties & Responsibilities

- Primary Point-of-Contact providing customer service activities supporting Dealers.
- Gather & Prepare Information needed for Sales Order Processing
- Enter and QC Dealer/Commercial/Warranty sales orders that consistently meet department metrics.
- Professionally interact w/ customer within assigned territories with signup, quoting, pricing, dealer website, spec sheets etc.
- Provide quotes to Dealers when requested.
- Train/Coach Dealers to use Bestbath Resources to be as self-sufficient as possible.
- Respond to Dealer emails and phone calls.
- Collaborate with other departments to find solutions to unique situations.
- Provide back-up support for other SAS(s), CSS(s) during absences & PTO.
- Adhere to department procedures/SOPs. Offer feedback on procedures and SOP's.
- Displays working familiarity w/ ERP and technology platforms utilized in the sales office.
- Displays ability to manage time and tasks w/ guidance from teammates.

Other Duties & Responsibilities

- Miscellaneous projects or assignments as requested.
- Participate in continued training and product education opportunities.
- Annual data clean-up and purge

Pay \$15.50-\$17/hr Base plus Tier 2A Profit share. Please contact HR to apply.

Closes 05/07/2021

Job Specifications

- Minimum of three (3) years direct customer service or significant sales support experience required.
- Previous order entry or order management experience preferred.
- Computer experience required: Windows, Outlook, Word, Excel, Explorer
- Experience in NetSuite ERP software preferred.
- Must have considerable personal initiative and ability to work independently.
- Good verbal and written communication skills
- The ability to problem solve using critical thinking skills.
- Must be able to work in a fast work environment and complete daily tasks while under pressure.
- Ability and nature to remain calm and focused on results in stressful settings or situations.

Working Knowledge and Skills

- Intermediate computer skills
- Basic office equipment knowledge
- Proficient customer service skills & experience
- Basic math and calendar calculations skills

Ability To

- Read, speak, and write English competently with proper grammar.
- Utilize all resources working with minimal supervision.
- Pay close attention to detail and answer questions with clarity.
- Sit at a desk for extended periods up to and including eight (8) hours a day.

Work Environment & Physical Demands

- Work is performed primarily in an office environment with moderate noise level. The employee in this class is frequently subject to inside environmental conditions, which provide protection from weather conditions but not necessarily from temperature changes.
- Position requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks:
- Constantly requires sitting at a desk for long periods of time, up to 8 hours and ability to lift up to 20 lbs.
- Constantly requires clarity of speech and hearing, which permits the employee to communicate effectively.
- Constantly requires clear vision to read printed materials and computer screens to accomplish work.
- Constantly requires repetitive movement of the wrists, hands, and/or fingers.

Travel Requirements

- Local travel to attend seminars and training.

Disclaimer

Must perform the essential duties and responsibilities, with or without reasonable accommodation, efficiently and accurately without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skill required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

To comply with the Americans Disability Act (ADA), Best Bath Systems may make reasonable accommodations for qualified individuals with disabilities to enable them to perform the essential job functions.