



## **CUSTOMER SERVICE/INSIDE SALES Latham, New York Branch**

Imperial Pools Inc. is the industry's largest privately owned package pool manufacturer and full line distributor of swimming pool products. Over our 60-year history, we market some of the best-known brands, product lines and programs in the industry today. We are growing and have an immediate opportunity for Customer Service/Inside Sales Representatives in the Latham, New York location. This is a fast-paced, highly rewarding, career opportunity that requires a motivated individual with excellent communication and organizational skills, along with a strong work ethic.

### **Customer Service Inside Sales**

#### **Position Requirements:**

- Assist with the placement and entry of orders over the phone, via e-mail and via fax.
- Attract and engage potential and existing customers by providing excellent product or service knowledge.
- Assist with paperwork management and preparation for drivers and customers.
- Recommend alternative products or services to customers by evaluating their needs and wants.
- Maintain routine communication with customers to keep them informed of company information, new products and promotions.
- Attend training seminars during winter months to stay up to date on new products and services.
- Accept payment and issue credit for customers during sales and returns.
- Assist in maintaining a clean and welcoming office environment.

#### **Position Qualifications:**

- **Experience in the swimming pool industry (helpful).**
- Superior teamwork and communication skills.
- Professional development education or applicable retail/customer service background
- Excellent customer relationship management skills.
- Willingness to work overtime as needed seasonally.
- Ability to continually learn and operate in a fast paced, professional environment.
- Computer proficiency is a must including Windows and Microsoft Office.
- Experience Profit 21 software, and wholesale environments are all pluses.

Imperial Pools is a professional, family oriented company. We are an Equal Opportunity Employer and offer a competitive compensation program, healthcare, dental and flex spending plans, 401k retirement, paid vacation and sick time. It's a great place to work!

Contact:

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