

Alpine SnowGuards

Job Title: Sales and Service Representative
Job Classification: Full-time position, non-exempt
Direct Supervisor: Operations Manager
Group: 101 – Customer Service

Position Overview:

We are seeking a motivated and customer-focused Inside Sales & Service Representative to join our team. This role requires strong communication skills, attention to detail, and the ability to manage multiple responsibilities in a fast-paced environment. The ideal candidate will be responsible for handling customer inquiries, preparing accurate sales quotes, supporting technical questions, and actively contributing to the company's sales growth goals.

Key Responsibilities:

Product Knowledge & Sales Support

- Develop and maintain a thorough understanding of the company's products, services, and pricing structure.
- Prepare accurate and complete sales quotes for customers, ensuring timely follow-up until resolution (won or lost).
- Actively identify and pursue opportunities to increase sales with existing and past customers to meet or exceed company growth goals.

Customer Communication & Service

- Handle incoming calls and emails from customers related to sales inquiries, service needs, order status, and general questions.
- Address and resolve customer complaints or issues, involving a supervisor when necessary.
- Provide technical support to customers, including product specifications, installation guidance, warranties, and troubleshooting.

CRM & Reporting

- Use the company's CRM system daily to schedule, track, and document all sales and service activities.
- Maintain accurate customer records and update information as needed.
- Communicate regularly with Manager to review weekly activities, progress toward goals, and areas for improvement.
- Complete reports, forms, and other administrative tasks accurately and on time in compliance with company policies.

Teamwork & Collaboration

- Work closely with internal departments (operations, accounting, and technical teams) to ensure customer satisfaction.
- Support management with special projects or other assigned tasks.

Qualifications:

Education & Experience

- High school diploma or equivalent required.
- Minimum of 1 year of experience in a customer-facing sales or service role (B2B preferred).
- Working knowledge of the roofing or construction industry is a strong plus.

Technical & Professional Skills

- Ability to understand and explain mechanical or construction-related concepts, installation practices, and product specifications.
- Proficiency in Microsoft Office (Excel, Word, PowerPoint, Outlook).
- Strong basic math skills and ability to prepare accurate calculations for quotes.
- Experience with CRM software preferred.

Personal Attributes

- Excellent verbal and written communication skills with a professional phone presence.
- Highly organized, detail-oriented, and able to manage multiple priorities.
- Comfortable working in a fast-paced environment with changing priorities.
- Positive, problem-solving attitude with strong customer service orientation.

The anticipated pay for this position will be between \$43,000 and \$52,000, depending on applicable qualifications and experience.