



F.W. WEBB COMPANY

Job Posting

Position Title: Inside Sales Trainee

Location: Watertown, MA

Reports To: Store Manager

Responsibilities:

- Utilize technical expertise in servicing customers
- Attain specialty material through the use of purchase orders
- Consult on technical aspects of products
- Effectively handle customer service issues
- Troubleshoot customers technical issues
- Advise on specs of jobs as needed
- Process and maintain customer orders
- Meet and exceed sales and gp goals
- Produce bids for customer approval
- Manage credits to FW Webb standards
- Create transfers between various FW Webb locations
- Schedule and manage customer deliveries
- Other duties as assigned

Qualifications:

- Aptitude to work through multifaceted issues
- Ability to tackle technical issues based on experience
- Strong customer service focus and quality orientation. Demonstrate an ability to create a positive FW Webb experience during every customer contact.
- Be able to conduct themselves in a professional manner at all times
- Effective verbal and written communication skills.
- Working knowledge of Excel, word, internet, e-mail and web browsers.
- Comfortable working in a fast-paced office environment.
- Previous industry experience a plus.