



Inside Sales

Compensation: DOQ

Employment type: Full Time permanent

Rivard Stone is looking for a multifaceted team member to join our growing business. This new team member will work with all types of customers internally and externally - in person, on the phone and via email to assist with product knowledge, create orders, and develop ongoing relationships by owning the process from start to completion.

Additionally, sales team members are responsible for scheduling deliveries with customers and freight companies, entering sales orders, quotes and invoices into the point of sale system, and assist and communicate clearly with the other departments throughout Rivard Stone.

Role and Responsibilities

- Answering incoming phone calls
- Assisting walk in customers with product knowledge
- Able to accurately identify product
- Create sales orders and quotes
- Schedule deliveries with customers and freight companies.
- Communicate with Yard and Fabrication shop on current and future orders
- Maintain front desk area and show room cleanliness
- Clearly communicate with sales team, customer and manufacturing to ensure smooth process
- Fully functioning sales team member – including sales quoting, processing & invoicing, product & application knowledge, staffing support

Qualifications and Education Requirements

- 3 years customer service experience
- Ability to read and understand tape measure, scales and blueprints
- Careful understanding of stone products and their application preferred, but not required
- Multi-tasking master
- Highly organized and self-motivated

Competencies

- Communication
- Proficiency
- Organizational Skills
- Teamwork Orientation
- Mechanical Aptitude
- Time Management
- Problem Solving Skills
- Customer centric

Work Conditions

- 90% Office Environment – sales, 10% Manufacturing Facility/Off-site
- Full-Time Hours (40+ hours/week)
- Travel less than 10%

Qualified candidates may apply with their cover letter and resume via email to devonr@rivardstone.com