**Customer Service Position Overview**

**Position Description:** Responsible for sales activities, serving as a first point contact for customers.

**Responsibilities:**

* Contact with customers: Walk-ins, email, e-commerce, and telephone.
* Develop annual sales plans
* Ability to carry on a business conversation with customer and decision makers
* Sell consultatively and make recommendations to prospects and clients
* Identify sales prospects
* Develop and maintain database of qualified leads
* Follow up on new leads
* Prepare estimates
* Communicate with customers on order status and changes in the production schedule
* Execute a variety of marketing functions (database mailings, target POS lists, thank you cards ect.)
* Maintain an attractive retail environment
* Prepare multiple reports
* Other duties as assigned

**Qualifications/Abilities:**

* Ability to work in a fast paced environment
* High school Diploma or Equivalent
* Ability to multi-task
* Excellent customer service skills
* Working knowledge of retail settings

**$13.00-$15.00/hr DOE**

**Positions in Minnetonka and Eden Prairie**