



## **Customer Service/Sales**

Hamilton Tanks is looking for a professional and customer service driven Customer Service/Sales Associate. A successful candidate will have experience working closely with customers to determine their needs, answer their questions about Hamilton Tanks' products and recommend the right solutions. The Associate will be able to promptly resolve customer complaints and ensure maximum client satisfaction.

### **Essential Functions:**

*Performs a variety of tasks which may include but is not limited to*

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- Follow and achieve department's sales goals on a monthly, quarterly, and yearly basis
- "Go the extra mile" to drive sales
- Remain knowledgeable on products and discuss available options
- Process Estimates, Sales Orders, and Purchase Orders
- Build productive trust relationships with customers
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service

### **Qualifications/Skills:**

- High school diploma or equivalent, required
- Proven experience as a sales associate or in a related field, preferred
- Basic understanding of sales principles and customer service practices
- Working knowledge of customer and market dynamics and requirements
- Track record of over-achieving sales quota
- Solid communication and interpersonal skills
- A friendly and energetic personality with customer service focus
- Ability to perform under pressure and address complaints in a timely manner
- Ability to pass background check, drug test, and fit for duty test