

Position Title: Inside Sales/Parts Manager**Location: Prague, OK****Duration: full-time****Position Summary:**

- Inside Sales/Parts Manager specializing in products related to ground engaging wear items, parts, and equipment at the Prague, Oklahoma branch.
- Sells and promotes Georgia Underground's product lines to existing and prospective customers through a relationship-based approach.
- Contacts and assists new and existing customers to discuss and select the best products suited to their needs and to explain how specific products and services can meet their needs.
- Answer the phone lines and assist customers through the phone as well as on the show floor.
- Answer customers' questions about prices, availability, and product uses.
- Receives requests by telephone or email for price quotations/verifications, purchase orders, government bids, and changes or cancellations directly from customers.
- Produces sales quotes, sales orders, and invoices for customers.
- Responds in timely manners to customers' inquiries/information needs and provides positive, courteous service to customers, answers questions regarding product line, prices, delivery times, warranty periods, and customer service.
- Utilizes customer service to send product literature, catalogs, references, and other data to customer as needed.
- Works with vendors to secure availability of products, quotes, lead times, and product questions.
- Target new and existing accounts within the utility construction sectors for new business.
- Assists in picking/shipping customer orders, unloading trucks that may be at the dock or in the yard, and receiving, purchasing, or counting inventory.
- Attend & greet any walk-in customers that need assistance.
- Provides support, assistance, and communication to the other three branches.
- Reports to Branch Manager and General Manager.

Requirements

- Has previous knowledge on products relating to utility construction, ground engaging wear items, parts, and equipment.
- Must pass a background check.
- Successful record of sales experience or familiarity with the sales process.
- Successful record of identifying, fixing, and managing wear parts.
- Proficient with computers and capable of learning new systems such as Microsoft Office, Sage 100, and CRM
- Ability to work successfully in a team environment as well as independently.
- Ability to adapt and learn new products, procedures, or practices within the organization.

Helpful Skills and Experience

- Welding, fabricating, or background in mechanics.

- Familiarity with ground engaging wear parts, equipment, trencher parts, backhoe teeth and shanks, augers, and auger parts.
- Strong ability to take initiative and confidently direct customer interactions.
- Prior Customer Support
- Excellent verbal and written communications skills with direct customer contact.