



April 5, 2016

Master-Bilt has the following position open in our Sales Department.

### **Foodservice Sales Quote Specialist - Non-Exempt**

#### **Duties and Requirements:**

- Reviews project specifications and customer requirements to select the appropriate product.
- Documents customers' special requirements, needs and concerns.
- Understands and uses marketing tools including catalogs, price lists, websites, etc.
- Records customer quotation requests.
- Utilizes quotation software and price lists to create quotations.
- Maintains and organizes copies of quotations and support materials.
- Ensures that quotes are properly documented prior to PO processing, including needed shop drawings.
- Processes walk-in orders as necessary, taking care to ensure all required information is included, including any change notices that may be required.
- Ensures good communication between customers, outside sales representatives and internal staff.
- Schedules installation through the service department, as may be required.
- Informs manager of customer problems and/or company liability issues.
- Communicates to Sales Support Manager of any possible sales opportunities.
- Compiles monthly report detailing customer activity, opportunities, etc. for Director of Sales.
- Knowledge, Skills and Abilities
- Knowledge of customer service standards expected in business to business relationships.
- Knowledge of manufacturing systems and processes as related to customer service issues.
- Skill in using computer systems, including Enterprise Resource Planning systems, the Internet, and Microsoft Office Outlook, Word and Excel.
- Grammar, writing and communication skills required for effective and proper correspondence with customers and other business associates.
- Skill in resolving problems under stress and time pressure.
- Skill in de-escalating anger and/or conflict.
- Skill in maintaining good relationships primarily through telephone and email communication.
- Ability to maintain focus and avoid careless errors.
- Ability to prioritize and manage multiple tasks.
- Ability to learn a complex product line and understand company systems and procedures.

#### **Minimum Qualifications:**

- High School Diploma or GED.
- 3 years of experience in a customer service role that includes exposure to a complex line of products or services.

For inquiries regarding employment opportunities, please contact:

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