

Want to be a Rock Star? We are hiring!



3225 Kingsley Way
Madison, WI 53713
608-442-7625
midwestrocktops.com

Job Title: Customer Care Associate

Overall Responsibility: The **Customer Care Associate** is responsible for working with and responding to customers. You will be handling requests for information, managing leads and generating sales, preparing and following up on quotes, processing orders, managing contractor agreements, supplying reports as required.

You would need to provide a high level of customer care as well as be responsible for the daily running of our showroom.

Key Tasks and Responsibilities:

- Schedule and Monitor appointments with clients including templating and installation schedules.
- Responsible for placing accurate orders / shop tickets to Fabrication and Installation Supervisors.
- Make sure showroom and offices are clean and organized.
- Developing sales strategies and setting targets
- Keeping up to date with products and competitors
- Collecting customer feedback and market research
- Excellent sales and negotiation skills
- Developing sales strategies and setting targets
- Manage trade shows (Requires four weekends each year.)
- Assist in the development of forms and tools to increase company efficiency and risk management.

Additional Qualifications:

- Strong sales experience
- Sales office management experience or similar
- Experience of delivering a high level of customer care
- Have worked in a sales team or similar environment
- Administrative experience
- Project a positive company image to the public.
- Must have a valid driver's license. (Required)
- English (Required)

Working Conditions:

- Job duties will be performed primarily at the Madison showroom
- 8 AM till 5:30 PM Monday – Friday.
May require extended hours.

Benefits:

- Starting Pay \$16.00 - \$22.00 per hour
- Health Insurance
- Dental Insurance
- Vision Insurance
- Paid time off
- Accident Insurance
- Short Term Disability Insurance
- Life Insurance