

Inside Sales/Customer Service Representative for Green Manufacturer in Brooklyn

About IceStone:

Founded in 2003, IceStone is the leading manufacturer of recycled glass and concrete durable countertops. We are also distributors of a variety of surfaces that offer our customers not only environmentally sound options, but cost effective selections for their projects. Our team is dedicated to providing healthy, high performance products as sustainably as possible. IceStone's triple bottom line operations include employee ownership, health and dental care, job training, and professional development coaching. The IceStone work environment is collaborative, innovative, fun, and fast-paced.

Job Description: Inside Sales/Customer Service Representative

The role of the Customer Service/Sales Representative involves a myriad of responsibilities including, but not limited to, speaking with customers, resolving problems, customer trainings, project tracking, developing and maintaining customer relationships to support inside sales, relationship building with external customers, along with developing a relationship with our distribution network throughout the United States and Canada. As we are a small company, the ability to collaborate on cross-functional teams will be important. This opportunity is ideal for someone who is motivated, energetic, self-directed, and likes working with people.

Responsibilities Include:

- Handling customer service requests & concerns
- Opportunity/Account management
- Participating in weekly Sales/Marketing meetings
- Answering technical questions to cover all product lines
- General administrative tasks
- Answering phones
- Visiting external customers (architects, fabricators, interior designers)
- Coordinating with distribution network throughout the United States & Canada
- Giving sales related presentations
- Coordinating with logistics/order fulfillment to make sure orders ship out on time
- Carrying out various customer trainings
- Visiting customers in relation to quality issues
- Participation in tradeshow

Qualifications:

- Bachelor's Degree required
- Experience in sales
- Talent for prioritizing and multi-tasking in a fast-paced environment
- Strong verbal and written communication skills
- High level of organizational skills
- Creative problem solving skills
- Ability to work well on teams
- Social dexterity; comfortable speaking to a variety of customer types
- Ability to follow up and follow through
- Must have a sense of humor
- Quick learner
- Experience in Customer Service preferred
- Proficiency in MS Office software
- Salesforce.com software experience is a plus
- Local NYC resident preferred
- Salesforce experience
- Drivers license required
- Social media competency

Deadline: ASAP

How to apply:

Please send your resume, salary history and cover letter via email to jobs@icestoneusa.com with the subject: Inside Sales/Customer Service Representative. PLEASE NO PHONE CALLS.

Learn more about us at www.icestoneusa.com