



Position Description: Customer Service CasterDepot

General Responsibilities:

1. Within the context of the CasterDepot values, goals and strategic objectives, as described in CasterDepot's business plan, this position is responsible for achieving the simultaneous objectives of assuring that CasterDepot meets or exceeds its stakeholders' needs and expectations and , maximizing CasterDepot's profitability and cash flow. Profitability and cash flow targets are to be attained through maximizing contribution margins while simultaneously maximizing related overhead.
2. Provide day-to-day leadership to the organization.

Specific Responsibilities:

1. Responsible for answering incoming sales calls daily.
2. Must ensure all orders (faxed, e-mailed, and phoned) are entered on a daily basis.
3. Assists in the development and implementation of marketing plans as needed.
4. Quote spot buy orders to ensure margin requirements are met, or approval for minimal margin.
5. Provide timely, accurate, competitive pricing on quotes.
6. Enter Drop ship sales and purchase orders.
7. Participate and assist in controlling expenses to meet budget guidelines.
8. Creates and conducts proposal presentations and RFP responses.
9. Work as needed helping customers at the walk in counter.

10. Work with Branch and Operations Manager to ensure that customer agreements are in place for all inventories held in stock on behalf on the customers.
11. Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.
12. Issue approved RMA's as needed.
13. Maintain current customer data in CRM & ERP system for all potential and current contacts.
14. Must be willing to sign a non-disclosure confidentiality agreement.
15. Other activities and responsibilities as assigned by the Sales Office Manager.

Additional Comments:

1. This position reports directly to the Sales Office Manager.
2. Work may require occasional weekend and / or evening work.

Note: This description does not constitute a legal or binding agreement