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## INSIDE SALES SUPPORT REPRESENTATIVE | eRetail & 3PL Sales Segment

**Gardner, Inc. is the industry leader in channel management providing solutions that drive growth and profitability for clients and business partners.**

*Gardner has been serving clients across the country for over 75 years as one of the largest family-owned and operated Outdoor Power Equipment and Commercial Parts Distributors in the nation. Gardner facilities are strategically located in; Ohio, Florida, Massachusetts, North Carolina and Tennessee. Totalling over 900,000 square feet; the warehouses contain over 165,000 active SKUs and are capable of processing over 6,000 orders per shift.*

### **SUMMARY:**

Our Company needs an experienced Inside Sales Representative to join our eRetail/3PL team. This position involves inbound/outbound calls and booking orders for our customers. The Inside Sales Representative will be responsible for handling customer contacts with our eRetail/3PL accounts promptly and effectively in a fast-paced, team-oriented environment.

### **JOB ROLE / RESPONSIBILITIES:**

- Stay current with new products, potential discounts, or sales promotions
- Build long term relationships with accounts
- Develop new sale opportunities through inbound lead follow up and outbound cold calls / e-mail
- Know competition to find new ways to retain customers
- Work with internal teams to address customer needs and grow sales
- Close sales and achieve monthly sales quotas along with meeting established KPI's each quarter
- Utilize Outlook Calendar and manage schedule
- All other duties as assigned
- Responsive to customer requests, follow up on open action items as needed to ensure closure or completion of tasks
- Manage multiple outlook inbox(s) with same day response eRetail/3PL customers

### **QUALIFICATIONS:**

- High school diploma or equivalent required
- 2+ years of inside sales or customer service experience (Account management preferred)
- Excellent verbal communication skills and telephone manner
- Experienced with Microsoft Word and Excel
- Prior sales experience with outdoor power equipment or tools (preferred)
- Parts lookup skills
- Ability to access/use FTP sites, upload orders into ERP
- Good Codis/Intranet Skills are a plus
- Accessing and communicating shipment tracking information to customers
- Processing customer credits, invoices in Codis and processing customer returns
- Accessing and communicating price files and pricing changes to customers
- Must be able to multi-task
- Promoting & marketing our products
- Maintain Customer Relations
- Good organization and planning skills are required
- Problem solving skills and the ability to work Independently
- Backup support for team lead

CONTACT:  
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For More Information About Becoming  
Part Of The Gardner Team.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*

