

Inside Sales Representative -- Full-Time

Based upon our planned growth, Salem Plumbing Supply is continuing to add to our outstanding sales team. We are seeking a unique individual for the role of Inside Sales Representative in support of our customers and sales teams.

Our ideal candidate is enthusiastic, high-energy, and who enjoys engaging with customers. We are seeking someone who has a winning spirit and who thrives on serving the needs and requirements of customers.

Salem Plumbing is not your ordinary company, nor is this an ordinary inside sales role. You would be working with a group of committed and success-driven individuals. You will be serving some of the best Plumbing, HVAC and Maintenance Professionals in the North Shore market, while supporting SPS's outstanding outside sales team. If this sounds of interest to you, we would invite you to reach out to us and learn more.

Job Summary

At Salem Plumbing Supply, the Inside Sales Professionals are responsible for serving all aspects of the customer's needs and requirements. The individual will field calls, inquires and support requests from our full customer base, while also supporting the SPS field sales and store activities. This position plays a primary role in the success of our business. A successful Inside Sales professional at Salem Plumbing will have an authentic passion for our brand, sharing our company values of honesty, transparency, and unrelenting commitment to customer satisfaction — and demonstrate those every day.

Major Task and Responsibilities

Major focuses of the Inside Sales Representative role are:

- Exceptional Customer Service.
- Responsible for supporting the Outside Sales Team and three store branches.

- Develop and foster relationships with our trade professionals that further drive sales opportunities.
- Field incoming calls and inquiries from customers. Fulfill sales and administrative activities in support of their needs and requirements.
- In collaboration with our SPS team members, prepare bids and estimates on jobs.
- Ensure that professional business relations exist with customers, third parties, and other external contacts.

Education & Experience

- High School Education (Required). Preferably some additional post-secondary schooling, including Associate or Bachelor Degrees.
- 1-2 Years of Inside Sales or customer Support Experience (Required)
 - Understanding of the Residential and Commercial Plumbing Industry (Preferred)
 - Excellent phone skills.
 - Strong Computer Literacy and Skills (Required)

Salem Plumbing Supply

We are a well-established, family-owned, and managed company with multiple locations across the North Shore area. We are seeking to aggressively grow our business and are seeking to immediately fill this inside sales position. If this sounds like the type of role and organization you would enjoy working in, please contact us.

We offer a full benefits package, including health and dental insurance, Flex Spending Account, a highly attractive 401k match program, holidays, and paid time off. Compensation is a combination of base salary and

commissions (uncapped), and is commensurate with experience.

If you are interested, email us at jobs@SalemPlumbing.com for a confidential review of your credentials.