



Inside Sales Associate

In this role, you will be a crucial member of our inside sales team in offering our customers a FIVE-STAR customer experience. An Inside Sales Team Associate will be responsible for fielding income customer queries looking for one of our products, setting appointments, communicating clearly to the customer, and performing follow ups.

Prerequisites:

- High School Diploma or equivalent
- Intermediate skills in MS Outlook, Microsoft Office and CRM application.
- Minimum two years customer service experience
- Any prior experience in seasonal business or home improvement industry (preferred)
- Demonstrates strong customer service skills
- Displays strong interpersonal skills
- Excellent verbal and written communication skills
- Ability to multi-task and have strong attention to detail
- Ability to work extra hours as needed during the busy season (February – October)
- Strong time management skills, adaptability, and accountability
- Maintain an organized workflow independently
- Sustain a professional image with regular and predictable attendance

Essential Functions:

- Exceed customer expectations by providing a positive customer experience
- Maintain a professional attitude in a high paced environment
- Intercept a high volume of calls and emails, responding in a timely manner
- Troubleshoot via various communication channels (phone, text, email, web chat, etc.)
- Schedule sales appointments
- Communicate inter-departmentally to coordinate customer success
- Take deposits for customers as needed
- Report weekly on metrics and KPI's as required by the sales team lead.

About Marygrove

Marygrove Awnings, founded in 1933 with national headquarters in Livonia, Michigan serves our residential and commercial customers in multiple states with ready-to-install as well as customized awnings, facades, and shade systems.

Our goal is to give every customer a 5 star experience from contact to installation. Combining premium products with excellent service has been our go to since day one. When you buy from Marygrove Awnings you aren't just a customer, you are family.