



Sales & Customer Service

Job Description

Non-Exempt

Full-Time position, Saturday work required

Medical Insurance & Vacation pay offered

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Job Summary

The Sales & Customer Service Team is responsible for serving prospective and current customers in a friendly and professional manner. Primarily utilizing phone calls and interactions with customers in-store, the Sales & Customer Service Team guides clients through the company's inventory offering and ordering process. Assisting customers with reservations, contracts, questions, register transactions and order adjustments are encountered daily.

Essential Responsibilities

- Answering phones
 - Meeting with clients in showroom
 - Entering new orders or modifying existing orders using computer system
 - Processing payments for orders
 - Coordinating jobs with Dispatch Team to ensure event success
 - Assist in creating a welcoming and inspiring showroom
 - Work effectively across departments to provide excellent customer service
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Specific Responsibilities of the Job

Order Entry

- Converse with customer about event needs
- Enter orders into "Alert" computer system on behalf of client
- Communicate to customers their responsibilities upon receiving company inventory
- Explains operations and/or descriptions of rental items
- Email, mail, or fax orders to customers
- Suggest and upsell related items to customers
- Communicate inventory shortages to Operations Manager
- Communicate difficult jobs and installations to Dispatch Manager



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Payments & Paperwork Processes

- Properly record customer payment info into "Alert" computer system
- Receive payments directly from customers in-store, including cash and checks
- Prepare rental contracts; obtain customer signature and other required information
- Update and call overdue customers daily and alert supervisor of overdue contracts
- Assist Sales Manager with EOD payment reports
- Count cash register at EOD using Cash Register Worksheet

Sales

- Answer phone promptly
- Greet customers immediately upon arrival into showroom
- Assist with replying to company's general email account
- Daily print out order estimates submitted through company website
- Enter quotes into "Alert" computer system
- Follow up with quotes entered previously
- Recommend rental equipment to customers that best meets their need

Maintain Showroom

- Design and set showroom tables and displays
- Walk floor regularly and reset arranged displays
- Ensure all inventory for rent is on display
- Dust showroom displays and fixtures
- Remove trash and paper shredding
- Clean desk and computer weekly

Job Requirements

- Confident in conversing with customers
- Great typing skills
- Computer knowledge required; training on rental software will be provided
- Cheerful and friendly phone etiquette
- Proper grammar and good spelling
- Detail-oriented and organized
- Experience in offering excellent customer service
- Capable of handling high-stress situations
- Quick with simple math, able to count change back to customer
- Awareness of event planning and hosting parties
- Maintain a professional personal appearance



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- Uphold an acceptable attendance record
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Physical Demands

Typical Working Conditions

- Sitting in barstool or chair majority of day
- Looking at computer screen often
- Some standing and walking while assisting customers in store
- Light-to-moderate lifting of company inventory as well as office supplies