

## CUSTOMER SUPPORT SPECIALIST – INDUSTRIAL SUPPLIES-B2B - 2-YRS EXP REQ'D

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### Job Description

Bronstein Container is a 4th generation family business, which distributes many types of industrial packaging - such as pails, drums, cans & bottles, etc. We are located in Syracuse, NY, *and have roots in the industrial packaging industry that go back over 100 years!*

We seek a dedicated, creative and hard-working person, who desires to grow with the company. We are a well-established business with long-term employees that have been part of our “family” ranging from 15 to over 30 years. We desire team members that are looking for a career, not just a job. This is a full-time position, set in a comfortable, modern office that has a “small business” feel.

Good organizational Skills are a must. Multitasking and ongoing prioritizing are essential for this position.

ALL APPLICANTS MUST have Business to Business Sales and/or Customer Service Experience, as well as be proficient with Business/CRM Software.

**RESPONSIBILITIES:** *This Position includes Regular Participation in some or all of the following:*

- Act as a primary contact/resource for existing customers, regarding product inquiries/specifications, pricing, and product availability. Respond to customer inquiries in a timely & professional manner.
- Sales Order Entry - Received via Email & Phone, etc.
- Manage Inquiries from Potential Customers & Prospects: Identify their requirements. Make Product Recommendations. Prepare and Send Quotes.
- Proactively Follow-Up & Track: Leads/Inquiries/Sales Opportunities, Quotes, etc.
- Coordinate with Shipping to Schedule Customers' Orders and Update Order Status with Customers.
- Maintain Up-To-Date Customer Records, including contact, product & pricing information, etc.
- Maintain Productive Relationships existing customers - via proactive and regular contact. Promote New and Existing Products during customer/prospect interactions.
- Upselling to existing customers.
- Manage the lead generation program, which includes finding and qualifying new business leads, handing off opportunities to the sales team and providing a monthly status update of the program to management.
- Support for Outside Sales.
- Manage the monitoring of customer order patterns on a monthly basis and provide an analysis to management. Contact those customers that have a decline within their order patterns.
- Assist Sales Manager in the monitoring of customer order patterns.
- Utilize the tools within our CRM system daily, to proactively manage tasks and stay on top of leads, opportunities & support cases, etc.
- Assist with Invoicing, Bookkeeping, etc.
- Participation in Miscellaneous Projects/Programs.

#### **REQUIRED CHARACTER TRAITS:**

- Self-Motivating & Highly Organized
- Creative / Problem Solver
- Friendly, Confident & Professional
- A Team Player that can also work well, Independently
- Must be able to learn and understand our various product specifications, for making proper product recommendations, etc.

#### **REQUIRED EDUCATION & WORK EXPERIENCE:**

- A 4-Year High School Education/Diploma is required. A 2-Year Associates Degree in Business (or equivalent) is preferred.
- **A minimum of Two-Years of business experience is required. This experience should be in the area or areas of Customer Service, Sales, Purchasing, etc. *Business to Business experience is preferred.***
- Any equivalent combination of education, training, and experience will be considered.

#### **Benefits:**

- Health Insurance
- Paid - Vacation, Holidays & Sick Leave
- Profit Sharing Program

Job Type: Full-time

Pay: Starting Wage DOE.

#### COVID-19 considerations:

We are an essential business that supplies essential businesses. We have been open/working since the onset of the Covid-19 pandemic. Your health and safety are our top priority. We provide PPE, hand sanitizer and practice social distancing.