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## **CUSTOMER SERVICE REPRESENTATIVE**

### ***Job Description***

#### **ABOUT US**

*A proven leader in sewage, sump and wastewater markets, TOPP Industries, Inc. offers high-quality environmentally responsible products, including fiberglass, polyethylene and structural foam basins, tanks, basin and tank covers, lift stations, septic tank risers, extensions and accessories.*

*Getting its start out of a 500 square foot garage in Rochester, Indiana, TOPP was started from humble beginnings – and only a few employees. Since that time, TOPP has grown to an internationally recognized brand with over 130 employees and over 300,000 square feet of manufacturing space.*

*At TOPP, we're invested in your future. We pride ourselves on being an organization that allows all of our employees to grow, develop and truly be a part of the TOPP family. We are also dedicated to supporting our local community and the people that live here. TOPP offers a competitive benefits package for full-time, eligible employees including paid health benefits and life insurance, prescription drug plans, 401K with a company match, paid vacation/holidays and more.*

#### **JOB SUMMARY**

Excellent verbal and written communication skills are a requirement for this position. You must be willing and comfortable making dozens of contacts per day, working with TOPP distributors to generate interest, provide quotes, and close sales for TOPP products while also having the capability to prospect and generate interest in TOPP products with new customers in coordination with Manager on a daily basis.

#### **KEY RESPONSIBILITIES:**

- Build solid relationships with assigned customer-base
- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Understand customer needs and requirements
- Maintain and expand your database of prospects within your assigned division
- Develop sales quotes in cooperation with Manager
- Assist in following up with quotes to achieve quote-to-order ratio goals

#### **OTHER DUTIES:**

While your primary responsibilities will be generating sales for our partners and assisting the Manager to achieve sales quotas, regular Customer Service and data entry duties will also be required. You are to work closely with the Customer Service / Data Entry Clerks to ensure all orders received on a given day are entered that day and all customer calls, emails, etc. are responded to within a 24 hour period. Limited

customer visits and trade show attendance may be necessary to build stronger working partnerships with our customers and / or representatives.

Job Type: Full-time

Benefits:

- 401(k) matching
- Dental insurance
- Disability insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- Day shift
- Monday to Friday

Work Location: Rochester, IN (onsite)