

## **JOB DESCRIPTION**

Detectable Warning Systems (DWS) a division of Mar-Bal Inc. (MBI) is looking to add to its team in Wilmington, NC. We are looking for a talented and highly motivated individual who has Sales and/or CUSTOMER SERVICE experience and is interested in joining an industry leader.

## **ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Answer phone when needed and distribute calls and messages to the right individuals.
- Learn and understand the DWS organization, history, products, and markets through internal discussions and training and studying company literature.
- Order entry, invoicing, and processing of credit cards.
- Carry out duties assigned by Full Time Employees including all customer service-related follow-up and proactive contact with customers.
- Prepare and send professional quotations to new and existing customers.
- Help set up new clients. Send out W-9 and other forms. Enter customer information.
- Forwards samples by entering request; arranging shipment; notifying customer.
- Collaborate with DWS team on strategic marketing campaigns and collateral.
- Prospecting for new clients using lead sources and search tools

## **KNOWLEDGE/SKILLS/ABILITIES:**

- Excellent written and verbal skills and the ability to work with all levels within an organization.
- Reporting Skills, Administrative Writing Skills, Understanding the Customer, Customer Focus, Informing Others, Self-Development, Attention to Detail, Professionalism, Teamwork
- Proficient in Microsoft Office – Word, Excel, Powerpoint
- Experience with Quickbooks (preferred)

## **JOB TYPE: FULL-TIME**

Schedule:

- 8 hour shift
- Day shift

## **ABILITY TO COMMUTE/RELOCATE:**

- Wilmington, NC 28403: Reliably commute or planning to relocate before starting work (Preferred)

## **EXPERIENCE:**

- Customer service: 1 year (Required)
- Microsoft Powerpoint: 1 year (Preferred)
- Writing skills: 1 year (Preferred)
- Microsoft Word: 1 year (Preferred)

## **WORK LOCATION:**

- One location