

POSITION: INSIDE SALES / CUSTOMER SERVICE



LOCATION	Kinston, NC
DEPARTMENT	Sales
PAY TYPE	Hourly Wage + overtime
PAY RATE	\$18 - \$22 per hour

EASTWEST PRODUCTS LLC IS AN AMERICAN OWNED, MASONRY FOCUSED, CONCRETE BLOCK MANUFACTURER LOCATED IN KINSTON, NC. AS A COMPANY STARTED IN 2021 WITH OVER 100 YEARS OF INDUSTRY KNOWLEDGE, WE PROVIDE THE HIGHEST QUALITY OF PROFESSIONAL GRADE MASONRY AND BUILDING ACCESSORIES TO MEET THE DEMANDS OF OUR CUSTOMERS AND COMMUNITY. WE EMPLOY A VARIETY OF CAREER POSITIONS INCLUDING INSIDE SALES, OUTSIDE SALES, CDL DRIVERS, FORKLIFT OPERATORS, PRODUCTION LINE OPERATORS AND GENERAL LABORERS.

JOB PURPOSE:

Under direction perform duties to answer product inquiries, take customer orders and enter them into the computer system, coordinate delivery with dispatch, provide customer with order disposition, and coordinate activities with internal company departments and vendors. Operating hours Monday through Friday.

MINIMUM JOB REQUIREMENTS:

1. Receive customer telephone calls.
2. Provide information about products and prices. Refer to product catalogs and specification guides to determine related product uses and applications.
3. Coordinate information with outside sales in relation to the sale and or potential sale of jobs and related products.
4. Prepare quotations and coordinate mailings of literature and samples.
5. Help resolve customer's problems related to company business.
6. Coordinate delivery schedules with dispatch.
7. Execute the order entry process into the sales order system.
8. Build displays and keep merchandise stocked on shelves.
9. Operate forklift when needed and have forklift license.
10. Attend training meetings, seminars, and schools as required.
11. Assist in physical inventory counts.
12. Use the computer, adding machine and other common office equipment to perform job duties.
13. Retrieve needed information for credit department, i.e., block counts.
14. File all office records as directed.
15. Observe all company safety rules.
16. Perform other duties as assigned.
17. Spanish speaking preferred, NOT REQUIRED.

MINIMUM PHYSICAL REQUIREMENTS:

1. Lift concrete products and other objects weighing up to 70 pounds each at heights from floor level to four feet high.
2. Withstand continuous standing, twisting, reaching, pushing, pulling and stooping.
3. Provide assistance to others in moving heavier or bulky objects.
4. Withstand repetitive motion of the hand, wrist, elbow and shoulder.
5. Function in workplace environmental conditions including, but not limited to, cold, heat, bright sun, noise, and nuisance dusts.
6. Able to work shifts.
7. Have good hearing for safety reasons.

SPECIFIC SAFETY RULES FOR INSIDE SALES:

1. Carefully follow lifting and back safety rules when handling pallets, concrete products and other inventory.
2. Carefully follow noise, dust, rain and other environmental safety procedures as directed
3. Follow safety guidelines for repetitive motion tasks.
4. Architectural Quality Control / Production Scheduling and Shipping -Expeditor must wear: safety helmet, safety glasses, hearing protection, gloves, safety shoes, and personal protective equipment associated with other tasks performed in block manufacturing when working on yard or in plant.

WHAT EASTWEST OFFERS YOU:

- Competitive Base Pay
- Overtime compensation
- Medical, dental, and vision benefit programs
- Culture focused on growth, development and career progression