



Terry Collection is a leading supplier of towels, robes and blankets to the promotional products industry. We are looking for a motivated individual to join our customer service team and grow with the company. Students do not apply.

### **Customer Service/Inside Sales Associate**

**Experience and knowledge in the ASI/PPAI (Promotional Products) industry is a MUST.**

We are a NON-SMOKING office.

#### **Duties and Responsibilities:**

- Provide expert knowledgeable support to customers via phone and email, regarding our catalog, website and products.
- Receive and write up new orders.
- Provide immediate quotes for shipping, pricing, availability and production/transit times.
- Follow up with customers to make sure they are satisfied with their purchases and to answer any questions or concerns.
- Work with other staff members seeing orders through.
- Maintain Sample Department.
- Always continue to learn our products and industry in order to better serve our customers.

#### **Qualifications:**

- Customer Service experience. Promotional products industry (ASI, PPAI) salesperson
- Must have good computer skills, database admin skills and ability to help customers navigate through our website.
- Must pay great attention to detail.
- Must have great written and verbal skills.
- Ability to prioritize and multi-task different functions throughout the day.
- Must be proficient in Microsoft Outlook, Word and Excel with great follow-up and organization skills.
- Positive and friendly 'can-do' attitude and willingness to put in the extra hours to learn our products and procedures. Looking for a true team player.
- Self-motivated. Must be truly hungry for challenge and ready to take things to the next level. We are growing and looking for people to grow with us as family.
- Minimum High School diploma needed. Associates Degree or higher preferred.

Job Type: Full-time

**To apply, please forward resumes to: [hr@terrycollection.com](mailto:hr@terrycollection.com)**