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**PTDA Bearings & Power Transmission, Inc.**

**One Sprocket Lane**

**Reducer Springs, Michigan 48000**

**PT/MC Job Description**

**Counter Sales (Inside Sales, Level 1) Non-Exempt Position**

**Reports to:** Branch Manager

**Job Summary:**

The Counter Sales position is the face of the branch to customers who are picking up orders that have already been processed or those who need product identification. Also processes new product orders from branch inventory. Manages the will-call shelf and merchandises the counter area.

**Job Functions:**

* Provides assistance to customers who need product identification of sample parts or application assistance. Provides product solutions from on-hand inventory.
* Processes sales, including physical picking and electronic shipping of orders to charge (on account) customers. Entering, tendering, picking, shipping and invoicing orders to cash customers. Double check orders picked by others to ensure parts match paperwork before customer leaves.
* Electronically tenders an order, processes credit card sale and transacts cash payments.
* Interacts with other inside sales or customer service personnel to order required products which are not in stock at branch location.
* Processes customer returns, including inspection of returned product to qualify as returnable, process the return merchandise order, refund money to cash customers and ensure parts are returned to inventory.
* Maintains will call shelf, which holds orders ready for pick up. When called-in/emailed orders are complete contacts the customer to advise order is ready for pickup.
* Periodically merchandises the counter area, including refilling stock, changing price tags, changing out promotional messages, and maintaining appropriate literature for targeted products.
* Able to work in warehouse if needed.
* Perform other duties as requested by management.

**Skills Needed:**

* Relationship builder with external and internal customers
* Strong verbal skills, both face-to-face and when utilizing phone
* Effective written communicator (email/text)
* Technical aptitude to understand customer’s application and offer product solutions
* Utilize manufacturing product catalogs and websites to identify and source products
* Able to utilize calipers; measure products to an accuracy of .001”
* Knowledge of fractional to decimal equivalents and metric to English conversions
* Efficient order entry computer skills and ability to utilize credit card processing software/hardware

**Education Required:**

* High school diploma or GED
* Course work in math, including algebra and geometry
* Basic computer keyboarding

**Other:**

* Reports to the Branch Manager
* May also receive direction from inside sales personnel
* Must be able to stand for prolonged periods (>1 hour) without sitting
* Able to lift products weighing up to 50 pounds without assistance
* Normal work hours M-F 8:00 am – 5:00 pm

**EEO Statement:**

**PTDA Bearings & Power Transmission, Inc.** provides equal employment opportunities to all. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, or any other characteristics protected by federal, state or local laws.