



## **Customer Service & Sales Representative**

Location: Hernando, MS  
Job Type: Permanent (Full time / M-F / In-Office)  
Benefits: Full benefits package

### **Job Description:**

North American Electric, Inc., an industry leader in Electric Motors, and Motor Controls design and manufacturing, is looking for a Customer Service & Sales Representative to join our team. As a member of the CSSR team, you will be promoting and supporting the sales and distribution of our products on a national and international level. You will work cooperatively with our outside sales force and our warehouse team to create new customers and manage and grow existing accounts.

### **Responsibilities will include:**

- Field phone calls and direct to appropriate personnel.
- Provide product and technical information to customers in a timely manner over the phone, and via email.
- Possess a proactive mindset and an attitude of taking care of customers, even after hours.
- Respond to outside sales and customer inquiries as appropriate including generating quotations, entering Purchase Orders and expediting orders.
- Recommend alternate products based on cost, availability or specifications.
- Proactively follow up on open orders to ensure on-time delivery.
- Educate customers about terminology, features and benefits of products in order to improve product related sales and customer satisfaction.
- Report significant account activity to field sales and/or management for follow-up action.
- Fill requests for catalogs, information or samples.
- Communicate and interact professionally with customers and other team members to meet the customer's needs.
- Perform other duties as assigned.

### **Key Attributes:**

- Possess a positive and competitive attitude
- Willingness to take on added tasks
- Good interpersonal and communication skills
- Customer focused – willing to do whatever it takes
- Detail oriented

### **Requirements:**

- High school diploma or equivalent; Bachelor degree preferred
- 3+ years CSSR experience in an industrial wholesale business
- Knowledge of Motors, VFD's and Controls a plus
- Excellent verbal, written and interpersonal communication skills
- Proficient in MS Office Suite including Outlook
- Ability to work without close supervision and to exercise independent judgement

### **Benefits:**

North American Electric, Inc. offers a competitive compensation package, a comprehensive benefits package and 401K with company match.

Click [APPLY NOW](#) to submit your application.