



Customer Service & Sales Assistant

This individual will be responsible for front line customer service and various support tasks for the Sales and Customer Service teams.

Assist Senior Sales Reps with the following:

- Prepare quotes and proposals, provide information regarding terms of sales, product availability and delivery dates.
- Customer prospect profile maintenance (CRM)
- Customer service and account development
- Participation in marketing programs and events

General Responsibilities

- Answering and directing inbound calls.
- Order entry/customer account inquiry using Sage Mas90 and Sage CRM.
- Answering customer inquiries regarding orders, shipments, invoices, basic product information.
- Assist walk-in customers
- Fulfill literature requests
- Keep track of literature Inventory
- Act resourcefully and in an innovative way to solve problems and complete tasks
- Communicate constructively to management and team members on problems, ideas or any other insights to assist in defining new ideas, policies and procedures

Qualifications and Requirements

- Professional, creative and dynamic presence and the ability to communicate with people at all levels
- Excellent written and verbal skills at technical and professional levels
- Strong interpersonal, oral and written communication skills
- Excellent time management skills, ability to prioritize multiple tasks
- Basic computer and keyboarding skills
- Work well in a team and independently
- Keen intelligence and negotiation skills
- Knowledge of or interest in digital color imaging industry including digital cameras, scanners, color printers, and color management is helpful

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