



## Overview

**Job Title:** Inside Sales Assistant

**Department:** Clerical/Office

**Reporting to:** Ronald Reyes (Office Manager)

## Job Summary

Town & Country Event Rentals is seeking an Inside Sales Assistant in managing and processing orders. We are looking for an individual who is efficient and comfortable working independently and as a part of a team. The ability to multi-task, while maintaining complex schedules and managing administrative support, is essential in this position. The ideal candidate for this job is resourceful, a good problem solver, and completes workload by specified deadlines.

**Work Setting** Requires working indoors in environmentally controlled conditions. Job tasks are performed in close physical proximity to other people.

**Schedule** The position is a full time non-exempt hourly position. Overtime and occasional weekends are required. Schedule is created by the Office Manager and may change depending on workload and office needs at the discretion of the Office Manager.

## Duties & Responsibilities

- Constantly operates a computer and other office productivity machinery, such as a computer printer, document scanner, mail machine, etc. The high volume of data entry to create, maintain, and enter information into databases requires good manual dexterity, coordination, and stamina.
- Frequently operates and communicates using a multi-line phone with a handset and/or headset to answer and process a high volume of phone calls. Must be able to quickly exchange accurate information in these situations.
- Greet walk-ins and handle their inquiries or direct them to the appropriate persons according to their needs.
- Maintain scheduling and event calendars. Schedule and confirm appointments for clients, customers, and outside sales people.
- Complete forms in accordance with company procedures.
- Set up and manage paper and electronic filing systems, recording information, updating paperwork, or maintaining documents, such as rental contracts, financial information, etc. Must be able to safely lift, carry, and lower up to 25 lbs. up to 125ft on a seldom to occasional basis.

- This is a mostly sedentary role. Must be able to remain in a stationary position 50% of the time. Needs to occasionally move about inside the office to access office machinery, transfer paperwork, etc. Occasionally ascends/descends stairs to access 2<sup>nd</sup> floor departments, meeting areas, and staff.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Contribute to team work.
- Learn to operate new office technologies as they are developed and implemented.
- Learn new inventory as they are developed and implemented.

### Credentials & Experience

- Bachelors of Arts/Sciences in Hospitality Management or Certified Event Rental Professional (CERP)
- 2-4 years related work experience in event rentals, management, and/or catering
- Equivalent combination of education and experience.

### Knowledge, skills & Abilities

- **English Language** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer Service** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Active Learning** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Speaking** Talking to others to convey information effectively.
- **Writing** Communicating effectively in writing as appropriate for the needs of the audience.
- **Databases** Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.