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# Example of Sales & Customer Service Job Description

Our growing company is looking to fill the role of sales & customer service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for sales & customer service

* Provide a high level of Customer Service (both in person and on the phone)
* Warehouse duties as needed
* Deliveries (on an as-needed basis)
* Reach out to non-profit groups including, but not limited to schools, community groups, religious organizations, day cares, and sports teams using the telephone, email and direct mail to explain the benefits of the company fundraising program
* Establish relationships with fundraising coordinators (PTO presidents, coaches, parents, and volunteers) to maintain previous, and secure new, fundraising accounts
* Utilize Company marketing/sales methods and tools while developing an effective personal strategy
* Responsibly maintain and manage fundraising accounts
* Update the Company database to track accurate and detailed information about existing and potential groups
* Perform follow-up calls to fundraising coordinators to ensure they receive the fundraising results they desire, have a positive experience with the Company and product, and/or to resign the
* Analysis of the sales forecast

## Qualifications for sales & customer service

* Keep the Customer Service Manager informed of any areas of concern
* Review forecasts for customers that provide them, and pass information onto the appropriate departments
* Work with Purchasing and factories to maintain stock and expedite incoming shipments as needed
* Manage consignment inventory and billing as assigned
* Minimum of two years of Customer Service in a manufacturing environment is required
* Report to supervision conditions or practices that are unsafe to the company and its employees