



# Position Profile

## Inside Sales Representative – Windows, Doors & Heavy Glass

We are seeking a motivated and detail-oriented **Inside Sales Representative** to join our team specializing in **windows, doors, and heavy glass solutions**. The ideal candidate will play a key role in supporting customers through the entire sales process, from initial inquiry to order fulfillment. You will work closely with builders, contractors, architects, designers and homeowners, providing product information, estimates, and exceptional service. This is a multi-faceted role that requires willingness to move quickly between tasks while keeping an attention to detail.

### Key Responsibilities

#### Vision & Strategy:

- Willingness to align with company mission and core values
- Commitment to the company's long-term aspirations, growth
- Ability to adapt to operational changes, software integrations
- Protects brand integrity
- Stay current on product knowledge, market trends, pricing updates

#### Sales:

- Respond to incoming customer inquiries via phone, email, and in person
- Provide detailed product information on windows, doors, and heavy glass options including showers, partitions, railings
- Prepare accurate quotes, bids, and proposals based on customer requirements
- Follow up on open quotes and convert leads into sales
- Knowledge and sales of available product upgrades
- Assist clients with project design, hardware selections

#### Operations:

- Maintain strong relationships with existing customers while identifying new sales opportunities
- Maintain strong relationships with existing vendors, source potential new vendors
- Process orders, check accuracy and coordinate with operations and logistics to ensure timely delivery
- Updates job knowledge by participating in educational opportunities
- Collaborate with sales team, operations manager, and technical teams
- Ability to work effectively with all departments
- Resolve customer issues or complaints with professionalism and follow-through
- Assist in answering phones, greeting clients, processing orders

**Qualifications:**

- High School Diploma or Equivalent
- Minimum of 2 years in window/door/glass trade
- Experience with industry quoting software
- Ability to read and interpret blueprints and technical drawings is a plus
- Strong ability to organize effectively, make decisions, solve problems quickly
- Ability to manage time effectively
- Excellent communication and interpersonal skills

**Benefits:**

- Competitive compensation \$58k – \$80k DOE, plus possibility for commission as the role expands
- Health, vision, life insurance
- Paid vacation, sick days and holidays
- 401k
- Opportunities for professional development and advancement