



Inside Sales Representative

About Pete's Tire Barns

Pete's Tire Barns, Inc., headquartered in Orange, MA, has grown to one of the largest independent commercial tire dealerships in the country. Pete's currently operates 19 full-service locations in New England, a brand new state-of-the art Distribution Center, and 2 Bandag retread facilities. The company employs in excess of 200 people, and operates a fleet of over 130 service and delivery vehicles. In 2018, Pete's Tire Barns celebrated their 50th year in business and has consistently been recognized by both Modern Tire Dealer and Tire Business magazines as a leader in the industry.

Job Description

The Inside Sales Representative (ISR) working under the direction of the Director of IT provides telephone sales and customer service to customers throughout the United States and Canada. Working directly with the online sales lead, the ISR is responsible for handling the incoming sales and customer service calls for new and existing customers. The ISR provides guidance, knowledge and recommendations on the proper product to meet the customer's needs. The ISR utilizes internal and external resources to grow their tire knowledge and to ensure the proper product placement.

Responsibilities

- Successfully fielding all incoming calls.
- Correctly answering inquires as to product questions, availability, pricing and shipping.
- Making product recommendations based on consumers' needs and product availability.
- Consistently make successful outgoing calls to increase sales and profits.
- Review customer orders before shipping.
- Process orders received during calls
- Follow Pete's Tire Barns Pricing Policies and work through the online sales lead when additional pricing support is needed
- Pull and Package orders for shipment
- Provide a high level of customer service
- Strictly follow and enforce all safety practices and guidelines as outlined in company policy and procedures.

Overall Requirements

- Tire knowledge is preferred for this job, but it is not required. Preference given to applicants with knowledge of commercial, specialty, farm and OTR tires.
- Computer Skills including Microsoft Office, Email and web browsers
- Sales experience, preferably with telephone sales
- Ability to multi-task, prioritize, and manage time effectively
- Excellent verbal and written communications skills
- Strong work ethic and excellent attendance in prior positions
- Telemarketing or call center experience maybe helpful.
- The ability to spend a considerable amount of time standing and walking throughout a workday
- Lift a minimum of 50 pounds
- Pre-employment drug test/physical/background check