



Job Description

Pennsylvania Steel, a Steel Service Center in **York, PA**, is looking for an Inside Sales Representative to join our growing team.

The successful candidate will be joining a family-owned business where we value employees and their families. Pennsylvania Steel has been in business since 1972 and has expanded to 11 locations, becoming one of the largest Steel Service Centers in the eastern United States.

If you feel you are the right candidate and want to join a company where you have a name, not a number, we'd welcome the opportunity to have you join us.

Essential Duties and Responsibilities

- Act as the internal account coordinator for assigned accounts
- Respond to all general line customer inquiries via email, phone, or fax by reviewing customer requirements, determining material availability, and quoting prices and delivery commitment
- Manage full customer order cycle from order creation through delivery
- Work collaboratively with all departments within Pennsylvania Steel to expedite customer orders or solve customer delivery and/or material challenges
- Provide customers with a personalized level of customer service that reinforces the importance of customer satisfaction
- Assist other Inside Sales Representatives in the development and maintenance of their assigned accounts when necessary
- Quickly develop strong product and market knowledge, as well as knowledge of the customer's business and end use of material

Qualifications:

- Experience in a steel service center or a similar field preferred
- College background or prior sales, hospitality, or retail experience is preferred
- Excellent written, verbal and interpersonal communication skills
- Proficient in MS Office (Excel, Outlook, and Word)
- Ability to multi-task and prioritize in a rapidly changing environment
- Problem solving/conflict resolution and negotiation skills
- Strong customer service skills

Job Type: Full-time; on-site

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