



As one of the largest and most successful privately held manufacturers' representatives of Plumbing, Piping, HVAC, and Refrigeration products, we believe we have a pretty good thing going on at Sunbelt Marketing. We pride ourselves on our commitment to customer satisfaction and building long-term relationships with our clients. With 7 distinct locations across the United States, 47 years in business, and more than 30,000 of the highest quality products in the industry, Sunbelt Marketing continues to experience significant expansion and success within the marketplace.

As we continue to grow, we are searching for an initiative-taking and customer-oriented individual to fill the position of **Client Relations Specialist**.

**The successful candidate will be responsible for the following:**

- Frontline customer engagement, managing customer needs with fast-paced day to day exceptional Sunbelt Marketing customer service.
- Identifying new opportunities for existing customers while offering innovative and creative ideas geared toward enhancing our market position.
- Leading our customers quickly and efficiently through our inventory to identify products to meet their business needs.
- Providing value-added and creative solutions to our customers, sharing appropriate and accurate knowledge and information in a timely manner.
- Processing incoming orders efficiently to deliver products with superior reliability.
- Managing and resolving customer issues/complaints in a courteous manner.
- Interacting with other Sunbelt associates and relevant parts of the system (i.e., Purchasing, Logistics, Accounting, Sales Managers, etc.) to ensure our customer's expectations are met and exceeded.

**To be most successful in this role, individuals should possess:**

- A natural inclination to go above and beyond to serve the customer.
- College degree preferred; relevant experience accepted.
- 2+ Years of Customer Service, order entry and phone etiquette experience required.
- Effective verbal and written communication skills.
- Strong computer skills and a high level of proficiency with Distribution ERP software desired.
- Ability to multi-task, utilize logical thought processes, and function in a fast-paced environment.
- Excellent attention to detail as demonstrated in accurate order entry.
- Genuine spirit of collaboration, an approachable demeanor, professionalism, adaptability, and a commitment to performing their job with a high level of integrity.
- Prior experience as a project administrator in a construction environment highly preferred.

**Outstanding Benefits & Employee Experience, including:**

- Health, Dental, Vision, Life & Disability; PTO Leave; ESOP / 401K Options
- Casual, employee-friendly environment centered around our 5 core values.
- Golf simulator and onsite gym with showers.