



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 11 distinct locations across the United States, 50 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.
- Leading our customers quickly and efficiently through our inventory to identify products to meet their business needs.
- Sharing accurate product and order information with customers in a timely manner.
- Accurately and efficiently entering and processing customer orders, with a strong focus on data accuracy and attention to detail.
- Reviewing order information carefully to ensure quantities, product numbers, pricing, shipping details, and other critical data are entered correctly.
- 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 customers' 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 considered.
- 2+ Years of Customer Service, high-volume order/data entry, and professional phone experience required.
- Effective verbal and written communication skills.
- Strong data entry skills with demonstrated accuracy, speed, and attention to detail.
- Ability to enter, review, and manage detailed customer and order information with a high degree of accuracy in a fast paced environment.
- Exceptional attention to detail and a commitment to producing accurate work.
- Initiative and creative critical thinking skills, along with the interest and ability to grow into expanded account responsibilities over time.
- Genuine spirit of collaboration, an approachable demeanor, professionalism, adaptability, and a commitment to performing with a high level of integrity.
- Familiarity with plumbing, HVAC, piping, or industrial/wholesale distribution products 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.