



Inside Sales Specialist

Kansas City, KS

Sales

Job Description

As an Inside Sales Specialist, you will play a key role in managing the lifecycle of a customer order while serving as the key point of contact for current and potential customers. In many cases, you will be the first impression of Striem - setting the tone for elite customer service.

This role combines technical knowledge with strong communication skills. You will be tasked with developing a deep understanding of Striem's full product line and confidently conveying that expertise to all of our stakeholders, including plumbing distributors, engineers, contractors, and independent sales representatives. Daily communication will be conducted primarily over phone and email, requiring strong interpersonal skills and a customer-first mindset.

Responsibilities

- Excel in sympathizing and solving customers' pain points
- Process and manage customer orders and quote requests
- Answer incoming phone calls from all over the U.S. and Canada; calls range from product inquiries to lead time requests
- Manage our Lead Generator process within Salesforce
- Create Returned Goods Authorization forms, call tags, and customer pick-ups
- Listen to, document, and communicate product ideas that are conveyed from "the field"
- Possess the ability to troubleshoot on-site product issues over the phone
- Assist in organizing and implementing sales and marketing initiatives
- Assist the Regional Product Educators in preparing for sales trips
- Work with the Engineering Department on providing customers with their product needs

Qualifications

- Excellent communication skills
- Experience making people happy
- High emotional intelligence
- Proficient with Microsoft Word, Excel, and Outlook
- Sense of humor
- Team player

Area

The Sales Team has one primary objective: provide a memorable customer experience. We think all else will follow.

About Striem

Striem manufactures oil separators, solids interceptors, and chemical waste tanks. We hold a unique position in the pretreatment industry as the only company to manufacture only these three product lines. Focus is our friend. Our goal is simple: be the industry leader in all three categories. We'd like you to join us.

Please send resumes and/or inquires to tucker.bell@striemco.com