



CANTERA DOORS

HANDFORGED IRON

Inside Sales Representative/Customer Service Cantera Dealer Network

Not necessarily all-inclusive

1. Sales Orders

- a. Generate estimates
- b. Work with Dealers on project designs
- c. Finalize order information
- d. Collect Deposits
- e. Secure signed Estimate
- f. Secure signed CAD drawings
- g. Enter order into production system
- h. Collect and manage all paperwork associated with each project file
- i. Keep all project files organized, accurate and complete

2. Order Management

- a. Track delivery of doors
- b. Monitor status of all projects
- c. Maintain delivery schedule/production log
- d. Manage invoicing and collection of all payments due

3. Business Development

- a. New business development through existing relationships, offering support to Manufacturer Reps and current Cantera Dealers, and other methods as appropriate - manage all related sales accounts
- b. Identify new Dealer opportunities
- c. Sign up new Dealers
- d. Deliver Prospect packets and help Cantera Management pushing paperwork through
- e. Offer initial product presentation and training on the product through conference calling and other technologies
- f. Continuing education on Cantera products including product updates and new products

4. Customer Care

- a. Assist them in dealing with product issues (you will be contacted on all quotes and invoices and other communications if appropriate)
- b. Act as resource for technical and install questions
- c. Offer Install services if appropriate
- d. Attend incoming calls and manage all related sales accounts
- e. Attend to new Dealer call inquiries and manage all related sales accounts
- f. Schedule warranty service calls in conjunction with Administrative and tech support
- g. Communicate all relevant project information and details with customer

IF INTERESTED EMAIL :

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