



13300 6th Avenue North
Plymouth, MN 55441

Inside Sales/Customer Service

Are you a well-organized, mechanically inclined, problem solving individual with experience in an electrical power distribution manufacturing environment? Then consider applying for the Inside Sales / Customer Service position now open with Electro-Mechanical Industries, Inc. (EMI). We are a family owned, custom manufacturer of electrical power distribution equipment located in Plymouth, MN. The company, with 41 years of steady growth and product innovation, provides products and services to commercial and industrial customers throughout the US.

This Inside Sales / Customer Service position will strive to provide total Customer Satisfaction for EMI clients. This position will prepare quotes for products and services for Customer's approval. The Inside Sales / Customer Service role for driving revenue with house accounts and sales support. This position is also responsible for coordinating information with the project management and sales and the for timely product delivery.

Responsibilities:

- Prepare quotes for products and services for Customer's approval which includes the following:
 - Costing and quoting
 - Confirming receipt of orders from clients
 - Order write up of house accounts
 - Communicating delivery schedules to customers
 - Acquire purchase orders for products and services ordered.
 - Record retention, filing and retrieval of documents
- Manage EMI house accounts to achieve annual targeted sales goals.
- Make outbound calls on new customers, communicate leads to Sales Manager/Management
- Perform follow-up with the customer after delivery to evaluate customer satisfaction. Present data to Management.
- Attend industry events and make joint sales calls, when needed (occasional basis).
- Monitor the Builder Exchange website for opportunities to quote.

Knowledge, Skills and Abilities:

- Ability to understand the technical needs of the clients through conversational interaction with sales reps, engineering, customers and production personnel.
- Knowledge and background in custom electrical distribution equipment such as low and medium voltage switchgear and have experience with electricity, power outages and safety standards.
- Ability to perform and carry out customer service functions, including costing and quoting.
- A demonstrated ability to work both independently and collaboratively in a team.
- Ability to build positive customer relationships.
- Detail oriented with the ability to document and record data.
- Ability and desire to accommodate the customer's needs.
- Knowledge of compliance standards and NRTL procedure compliance.



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- Ability to read, analyze and interpret blueprints and schematics.
- Able to grasp new concepts quickly and efficiently.
- Ability to multi-task in an environment of competing priorities.
- Ability to interface with all departments within the company.
- Ability to effectively communicate, in English, both verbally and in writing.
- Highly organized.

Experience Requirements:

- A minimum of one-year experience in customer service.
- 1-5 years' experience working as electrical distribution tech preferred.
- High School Diploma or equivalent, required.
- Technical Degree or equivalent, preferred.

Physical Requirements:

- Regularly required to sit, stand, bend, reach and move about the facility
- Must be able to occasionally lift and move 30 lb. objects

Normal working hours: Monday – Friday 8:00 am – 5:00 pm, flex start available

- Occasional offsite sales/customer meetings and industry events, (less than 5% of the time)

To apply for this position, send your resume and salary requirements to: Human Resources @ careers@e-m-i.com.