

## 70 Years of Building Value Into Building Products

ODL builds products that build value into your home. Designs for every taste, architectural style, and home décor. Products that bring the outdoors--natural light, fresh air--indoors. Ideas that change the game. Styles from classic to craftsman, old world to contemporary. Solutions for privacy or connection, small spaces, entryways or back porches. Decorative doorglass, transoms, sidelights, retractable screen doors, blinds between glass, severe weather doorglass, and much more.

**Our Zabitat division is looking for an Inside Sales Representative for their Zeeland office.**

**We are looking for a talented and competitive Inside Sales Representative that thrives in a quick sales cycle environment. The ideal candidate for this job will play a fundamental role in achieving our ambitious customer acquisition & revenue growth objectives. This individual must be comfortable making dozens of calls per day, following up on sales leads, working with channel partners, generating interest, qualifying prospects & closing sales. Excellent written & verbal skills required.**

### ***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Contact leads and transition them to sales through a selling process that starts with contacting the consumer through phone, text and/or e-mail. A typical transaction involves receiving a digital photo of the door, qualifying the opportunity and matching it to available products and services.
- Develop rapport with consumers and earn their trust.
- Overcome non-returned calls by steadily following-up on a day to day basis through various mediums such as phone, text, email.
- Respond to inquiries and requests for information on products, services, application and technical matters. If unable to assist customer, take the required steps to procure and deliver the information needed.
- Utilize software programs to track leads through the sales process, enter sales orders, schedule installations, capture payment, and document customer responses.
- Quickly resolve issues to customers' satisfaction including expediting product, offering alternative products, addressing scheduling issues, and resolving invoicing issues.
- Develop a strong working knowledge of the products and services offered including appropriate applications, product benefits, product warranty, care & maintenance and product troubleshooting.
- Maintain close working relationships with field technicians; be a sales and information resource to the installers to assist in driving sales and installations through to satisfactory closure.
- May authorize returns/credits as needed.

### ***CANDIDATE REQUIREMENTS:***

- High school graduate
- Sales, customer service and or telemarketing experience
- Customer-facing experience is preferred
- Building industry related experience desirable but not necessary.
- Proficient with software programs. Will be trained to use specific applications such as Outlook, lead management, mapping/routing, measuring software, and others.
- Ability to work on the telephone and develop rapport with leads through phone interactions.
- Excellent verbal and written communication skills.
- Troubleshooting and problem-solving skills.
- The ability to work well under pressure and maintain composure when faced with confrontation.
- Organizational ability and multitasking.
- Have a strong commitment to doing quality work by serving external customers.

- This position has access to consumer payment information; therefore, an offer of employment is contingent upon passing an extensive background check.

Candidates for positions with ODL must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire.

ODL is an equal opportunity employer committed to a culturally diverse workforce. All qualified applicants will receive consideration for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, disability status or protected veteran status.

ODL offers a solid track record of growth and expansion in a highly competitive industry as well as a complete benefits package including health/prescription options, dental insurance, vision insurance, short term disability, LTD option, basic life insurance, additional life insurance amounts available including spouse and dependent child coverage through payroll deduction, flexible spending accounts and 401(k) with a company match.

**Please apply via email to:** [human.resources@odl.com](mailto:human.resources@odl.com)

**For a complete listing of ODL Open Positions please visit** <http://www.odl.com/careers.htm>