Tufenkian Artisan Carpets

Title: Sales Support Representative

Location: 20 Capitol Drive, Moonachie, NJ 07074

Job Type: Full-Time

Start Date: End of April

Job Description:
Primary contact for all service related matters and focal point for resolution of all account issues. Support customers and/or Regional Sales Manager in the operational and merchandise management of the account.

Primary Responsibilities:

• Obtain and place orders from customers and/or Regional Sales Manager
• Provide general information – product availability, billing, freight, shipping, delivery times, fiber content, cleaning instructions, etc.
• Interact with other departments in the Company to ensure all aspects of sales support and customer service are fulfilled.
• Prepare quotes for custom rugs (re-size, re-color)
• Manage exchanges and consignment inventory & billing.
• Work with accounts to ensure approved marketing programs are implemented; provide accounts with sample marketing programs/materials upon request.

Qualifications

• Excellent communication skills with pleasant phone manner
• Ability to establish strong relationships with both Dealers and Tufenkian Regional Sales Managers and colleagues
• Strong account management skills
• Adept at merchandising and product knowledge
• Detail oriented with superior follow-up skills
• Superior analytical skills
• Ability to work under pressure and meet deadlines
• Computer knowledge of MS Windows; Excel, Word.

Application Instructions:
Email resume and cover letter outlining why you are qualified for the position to Marisa Mesropian-Fisher, mmesropian@tufenkian.com.
About the Organization:

Tufenkian Artisan Carpets are recognized the world over for their unparalleled handmade character, premium materials, and timeless design. Tufenkian's Tibetan and Armenian carpets are area rugs which are expertly made according to ancient artisan traditions and remain vibrant and beautiful for generations. Their lifetime is measured in decades and centuries instead of years. Tufenkian’s commitment to beauty and quality, as well as our standard-setting humanitarian practices attracts world-class partner designers, including Barbara Barry, Clodagh, Laura Kirar, Mark Pollack, Kevin Walz, and Vicente Wolf. From award-winning programmed rugs to one-of-a-kind custom designs, Tufenkian Artisan Carpets offer the market's most enduring value.

Disclaimer Information:

Tufenkian Artisan Carpets is an equal opportunity employer.