



**Title:** Inside Sales and Technical Support Lead

**Company Summary:**

Kuntze Instruments, USA is a sensor manufacturer that researches and builds high quality sensors for measuring disinfectant in water in municipal and industrial settings. With of 75+ years of experience, Kuntze is a leader in the field, advancing the technology around measurement systems.

**Position Summary:**

The full time Inside Sales and Technical Support Lead will cover sales and service requests from current customers while assisting in new sales leads and escalating service requests to appropriate staff members.

*Sales Responsibilities*

- Receive and respond to incoming calls from existing and new customers to fulfil ordering of spare and replacement parts.
- Understand the Kuntze product line and assist customers in reorders.
- Maintain records of conversations and quotes using Kuntze's ERP and CRM platforms.
- Engage with customers to retain their business.
- Provide sales literature to prospective leads.
- Work with Sales Manager to collect data on third-party vendor territories and sales rep contact information for Kuntze's database.

*Service Responsibilities*

- Handle service inquiries and provide excellent service to customers in support of the business and sales objectives.
- Oversee organization of content management systems.
- Act as an internal escalation point for other Kuntze employees.
- Turn service inquiries into sales opportunities.
- Manage service ticketing platform and shared inbox.
- Assist with the building and testing equipment prior to shipping.
- Assist with packaging and shipping when needed.
- Receive and assist in managing product inventory.

**Core Attributes Required:**

- Strong organizational skills and ability to use digital content and record management structures.
- Ability to thrive in a dynamic, deadline-oriented environment with demonstrated ability to balance multiple, competing demands and establish priorities.
- Comfortable voicing ideas and recommendations when recognizing the opportunity for process improvements.
- Proven flexibility to new challenges and situations.
- Comfortable speaking on phone.
- A 'roll up your sleeves' attitude and willingness to take initiative to address issues proactively.



**Location:**

Applicants ideally will be based in Pittsburgh, PA.

**Required Qualifications:**

- Proficient in the latest edition of Microsoft Office Products.
- Currently enrolled or graduated from collegiate-level program.
- 1-2 years of relevant work experience.

**Benefits:**

- Competitive salary
- 401k
- Health insurance

**How to apply:**

Resume and cover letter should be sent to [beth.barker@kuntze.com](mailto:beth.barker@kuntze.com).

**EEO Statement**

Kuntze Instruments is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances. If you need assistance and/or a reasonable accommodation due to a disability during the application or the recruiting process, please send a request to [support@kuntze.com](mailto:support@kuntze.com).