

About Schmidt Manufacturing

Schmidt Manufacturing is a leading manufacturer of abrasive blasting equipment and surface preparation solutions serving industrial, oil & gas, manufacturing, automotive restoration, marine, and contractor markets throughout North America. Our products are known for quality, innovation, and exceptional customer support.

We are growing and are looking for an energetic, organized, customer-focused professional to join our Inside Sales team.

Position Summary

The Inside Sales / Customer Service Representative serves as the primary point of contact for customers, distributors, and sales representatives. This role supports sales growth while providing exceptional customer service from initial inquiry through order fulfillment.

The ideal candidate enjoys building relationships, solving problems, multitasking, and working in a fast-paced manufacturing environment.

Responsibilities

- Build and maintain strong relationships with customers and distributors.
- Respond promptly to customer inquiries via phone and email.
- Prepare quotations and follow up on outstanding opportunities.
- Process customer orders accurately and efficiently.
- Coordinate with production, engineering, and shipping to ensure timely delivery.
- Assist outside sales representatives with quotations, pricing, product information, and customer follow-up.
- Recommend products and solutions based on customer needs.
- Resolve customer concerns professionally and efficiently.
- Maintain accurate customer records and sales opportunities within HubSpot CRM.
- Work with Epicor ERP to process orders and monitor order status.
- Support warranty claims, RMAs, and customer service requests.
- Follow up on leads generated through trade shows, marketing campaigns, and the company website.
- Help identify opportunities for additional product sales and customer growth.

Qualifications

Required

- 2+ years of inside sales, customer service, or sales support experience.
- Strong communication skills, both written and verbal.
- Excellent organizational and time management abilities.
- High attention to detail.
- Ability to manage multiple priorities simultaneously.
- Proficiency with Microsoft Office.
- Positive, professional attitude with a customer-first mindset.

Preferred

- Experience in industrial manufacturing, equipment distribution, or B2B sales.
- Experience using CRM software (HubSpot preferred).
- Experience with ERP systems (Epicor is a plus).
- Knowledge of industrial equipment, compressed air systems, blasting equipment, or related products.
- Experience working with distributors or dealer networks.

What Makes Someone Successful

- Take ownership of customer issues until resolution.
- Communicate clearly and professionally.
- Thrive in a fast-paced environment.
- Be proactive rather than reactive.
- Work well with production, engineering, and sales teams.
- Look for opportunities to improve customer satisfaction and increase sales.

Compensation & Benefits

- Competitive hourly pay or salary based on experience
- Performance bonus opportunities
- Paid Time Off (PTO)
- Paid holidays
- Health insurance
- Ongoing product and sales training
- Opportunities for advancement within a growing manufacturing company

Why Join Schmidt?

At Schmidt Manufacturing, you'll become part of a team committed to delivering innovative products and outstanding customer service. We value integrity, teamwork, accountability, and continuous improvement. If you're looking for a company where your contributions make a direct impact, we'd love to hear from you.

Apply today and help us continue delivering industry-leading solutions to customers across North America.