

JOB DESCRIPTION

Job Title:	Internal Sales Representative	Reporting Manager:	Mike Johns Branch Manager
Location:	Auckland		
Job Purpose:	Serves customers by providing product and service information; resolving product and service problems.		
Working Hours:	[40] hours per week Monday - Friday	Position Type:	Permanent Full time
ESSENTIAL DUTIES AND RESPONSIBILITIES (not all inclusive) <i>INDIVIDUAL MUST BE ABLE TO PERFORM THE ESSENTIAL DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION</i>			
MRC RESERVES THE RIGHT TO MODIFY THIS DESCRIPTION AT ANY TIME, WITH OR WITHOUT NOTICE.			
<p>Attracts potential customers by answering product and service questions; suggesting information about other products and services.</p> <ul style="list-style-type: none"> • Opens customer accounts by recording account information. • Maintains customer records by updating account information. • Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. • Maintains financial accounts by processing customer adjustments. • Recommends potential products or services to management by collecting customer information and analyzing customer needs. • Prepares product or service reports by collecting and analyzing customer information. • Contributes to team effort by accomplishing related results as needed. • To comply with the MRC Global's Health & safety system, manuals and procedures • To comply with all quality policies and procedures which MRC Global's Fcx authorize and apply in accordance with the Qsafe standard 			
EDUCATION, EXPERIENCE, & ABILITY REQUIREMENTS			
<p>Skills/Qualifications:</p> <p>Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking</p>			
<p>MRC promotes equal opportunity employment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, sexual orientation, national origin, disability, age, or any other impermissible criteria under law</p>			
<p>MRC Global is wholly committed to maintaining a culture of safety at work and within its operations on a worldwide basis. Proactively maintaining this culture and strict compliance with our safety policies is everybody's job.</p>			
<p>MRC Global is committed to carrying out its worldwide business operations in accordance with the highest standards of integrity and in compliance with applicable laws. Compliance with the Company's Code of Ethics and related compliance and business integrity policies is an essential component of each employee's job.</p>			