

## **Inside Sales Associate**

### **Blackwood Cabinets**

**Location:** In-office

**Type:** Full-Time

### **About Blackwood Cabinets**

Blackwood Cabinets is a modern wholesale cabinet distributor built to make doing business easier. We combine premium materials, industry expertise, and streamlined operations to deliver a consistent, reliable experience for dealers, builders, and designers. We're not corporate—we're committed.

### **Position Overview**

The Internal Sales Representative plays a critical role in activating new accounts, managing local and house accounts, and supporting national independent sales representatives in the field. This role acts as a central connection point between sales, customer service, and claims while maintaining clear communication and performance reporting to leadership.

This position requires strong organization, follow-through, and the ability to track and report sales activity and account progress on a **weekly, monthly, and quarterly basis**.

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### **Key Responsibilities**

#### **Account Activation & Growth**

- Proactively activate new dealer, builder, and contractor accounts
- Guide new accounts through onboarding, ordering processes, and product education
- Drive early engagement to support repeat purchasing and long-term relationships
- Track activation progress and early sales performance, providing **weekly updates** to management on new account activity, conversion, and pipeline status

#### **Account Management**

- Manage and grow assigned local and house accounts
- Serve as a primary internal point of contact for day-to-day account needs

- Identify opportunities to increase order volume, repeat purchasing, and product mix
- Maintain accurate sales tracking and deliver **monthly performance summaries** highlighting account growth, trends, and areas of opportunity

### **Support for Independent Sales Representatives**

- Partner closely with independent outside sales reps to support their customers
- Assist with quotes, order entry, follow-ups, and project coordination
- Help maintain momentum on active opportunities and open pipelines
- Provide **regular reporting to sales leadership** on rep-supported accounts, active projects, and deal progression

### **Cross-Functional Collaboration**

- Work closely with Customer Service to ensure accurate order processing and timely communication
- Coordinate with the Claims team to support issue resolution and customer satisfaction
- Document issues, resolutions, and outcomes to support continuous improvement
- Contribute to **quarterly reporting** on customer experience trends, recurring issues, and sales-impacting challenges

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### **Reporting & Performance Expectations**

- Maintain organized sales activity tracking within CRM and internal systems
- Prepare and deliver **weekly, monthly, and quarterly sales reports** to management
- Participate in sales meetings, reviews, and performance check-ins
- Support leadership with data-driven insights on account activity, pipeline health, and sales trends

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### **Qualifications & Experience**

- 2+ years of inside sales, account management, or customer-facing experience (cabinetry, building materials, construction, or wholesale distribution preferred)
  - Strong communication, organization, and time-management skills
  - Proficiency in **Microsoft Suite (Excel, Outlook, Word)** and **Google Suite (Sheets, Docs, Drive, Gmail)**
  - Comfortable managing data, reporting metrics, and tracking performance
  - Experience with CRM, ERP, or order management systems preferred
  - Ability to manage multiple priorities in a fast-paced environment
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### **What We're Looking For**

- A detail-driven professional who understands accountability and reporting
  - A collaborative team player who communicates clearly with leadership
  - Someone comfortable owning numbers, progress updates, and follow-through
  - A proactive mindset focused on solutions, clarity, and consistency
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### **Why Join Blackwood Cabinets**

- Be part of a growing, modern brand with clear expectations and strong leadership
- Work closely with sales, operations, and executive teams
- Make a direct impact on customer experience, sales growth, and process improvement
- Join a company built on transparency, accountability, and long-term partnerships

### **To Apply:**

Submit your resume and a brief introduction outlining your experience and interest in joining Blackwood Cabinets.