



EICKHOF®

CLIENT GUIDE ASSISTANT

Reports to: Sales & Marketing Manager

Summary: As our Client Guide Assistant, you will have the opportunity to learn how to sell a superior product all around the United States and Worldwide by supporting an exponentially growing company. We are seeking for individuals who are dynamic and fast learning. This individual must have an absolute commitment to excellence and attention to detail. As a Client Guide Assistant, you will work closely with the Client Guide Team, especially supporting the sales process to assist customers from initial inquiry to official order. This position is for our Crookston Office and has the opportunity to grow into a Client Guide (Sales Professional).

Employment at Eickhof Columbaria Inc. is about being a part of something bigger. It is about being on a team that employs individuals with the highest levels of loyalty, honesty and integrity. It is about exceeding customer expectations on a daily basis by taking a true interest in their needs.

The perfect job for people who like to enter the exciting world of sales and customer service. We are looking for optimistic, motivated, outgoing individuals who know how to work well in a team environment and have a passion to surpass expectations. You will be responsible for assisting Eickhof Columbaria Inc. in its sales operations by efficiently and effectively performing assistant administrative tasks and projecting a professional company image through in-person, phone communication and written interaction.

PROFESSIONAL QUALIFICATIONS:

- **Education:** Minimum High School Diploma – Preferred is College Degree
- **Assistant Skills:** Knowledge of Microsoft Office Suite and Computer literate. Duties require professional verbal and written communication skills and strong computer typing skills. Furthermore, well-tuned organizational skills with a good time management sense. Ability to project a professional company image through written communications, in-person and phone interaction with employees, clients, vendors and the general public.

DUTIES AND RESPONSIBILITIES: include the following (other duties may be assigned)

- Learn extensively about Eickhof's and competitors' products
- Become proficient in our CRM program, Maximizer
- Enter new customer data into our CRM program
- Coordinate Meetings for Client Guides with customers
- Coordinate travel arrangements for Client Guides
- Prepare presentations for Client Guides
- Mail materials to customers
- Provide wide-ranging support to Eickhof Columbaria team as needed.
- Update Year to Date and Monthly Reports
- Organize Sales Marketing Inventory
- Create Thank you and Warranty Packages
- Call former clients to check on possible leads
- NOTE: Assignments may include higher-level work for training/development purposes

- General Office
 - When requested, setup and coordinate meetings and conferences.
 - Help to keep Client Guide organized for efficiency.
 - Working with Sales & Marketing Manager, coordinate tasks and sales tactics
 - Coordinate, ordering, printing sales related materials
 - Be punctual and reliable
 - Maintain an organized and professional impression for Eickhof Columbaria, including your office area and sales area.
 - Maintain a pleasant and professional disposition
 - Interact professionally with all levels of staff.
- Skill sets
 - Organizational skills
 - Communication skills
 - Technical skills
 - Entry-level sales skills

Eickhof Columbaria Core Values

- Positive Attitude – Ask “why not? Before we ask “why”
- Achieve Excellence – Good is not enough
- Integrity – Do what is right, not what is easy
- Cares about Customer – Do what is right for the Customer
- Teamwork – No one does this alone

About Eickhof Columbaria Inc.

Eickhof Columbaria has spent over 35 years developing a better way to engineer, design, and fabricate columbaria. Columbaria are above ground granite structures for the final resting place of cremated remains. We have an attitude that fosters a company culture of constant improvement and that attitude, along with our experience is the reason we have columbaria in nearly all 50 states. They are installed at churches, cemeteries, higher learning institutions, retirement communities, homesteads, and Buddhist temples.