

Inside Sales Representative

Join a service-driven team supporting Southern California manufacturing.

EMPLOYMENT TYPE

Full-Time

DEPARTMENT

Inside Sales / Customer Service

LOCATION

Anaheim, California

WORK ARRANGEMENT

On-Site

Job Overview

S&D Industrial Tool Supply is seeking a dependable, organized, and customer-focused Inside Sales Representative to join our Anaheim team.

This position supports our customers, outside sales representatives, and supplier partners by preparing quotations, processing orders, researching products, monitoring open orders, and providing timely follow-up.

The ideal candidate is detail-oriented, comfortable working with quotes, purchase orders, and numbers, and able to work independently while contributing to a team-oriented environment.

Position Highlights

- Support established manufacturing customers
- Work closely with outside sales representatives and suppliers
- Prepare quotations and process customer orders
- Research industrial products, pricing, availability, and alternatives
- Develop knowledge of cutting tools and manufacturing applications
- Join an established Southern California industrial distributor

Primary Responsibilities

- Respond to customer inquiries by phone and email
- Prepare and follow up on customer quotations
- Enter and process sales orders accurately
- Review purchase orders for pricing, quantities, delivery requirements, and special instructions
- Research products, pricing, availability, and suitable alternatives
- Communicate with manufacturers and suppliers regarding pricing, inventory, and lead times
- Monitor open orders, backorders, and delivery schedules
- Provide timely order-status updates to customers and outside sales representatives
- Maintain accurate customer, quotation, and order information
- Resolve routine customer-service and order-related issues
- Assist with shared Inside Sales inbox coverage and team backup responsibilities
- Manage multiple requests while maintaining accuracy and proper follow-through

What We're Looking For

- High school diploma or GED required
- Previous inside sales, customer service, order-entry, or industrial distribution experience preferred
- Knowledge of Epicor Prophet 21 (P21) is a strong plus
- Experience with cutting tools, industrial supplies, manufacturing, or MRO products is preferred
- Strong written and verbal communication skills
- Comfortable working with quotes, purchase orders, pricing, and numbers
- Proficient with Microsoft Office, including Outlook, Word, and Excel
- Typing speed of 40-60 words per minute
- Organized, detail-oriented, dependable, and accountable

- Ability to prioritize and multitask effectively in a fast-paced environment
- Ability to work independently, take initiative, and follow assignments through to completion
- Comfortable collaborating with customers, suppliers, and internal team members

Work Environment

- Office-based position with moderate noise levels
- Work is performed primarily while seated, with occasional standing or walking
- Occasional lifting of items weighing up to 10 pounds
- Climate-controlled office environment

What S&D Offers

- Competitive hourly compensation based on experience and qualifications
- \$700 monthly employer contribution toward medical, dental, and vision insurance
- SIMPLE IRA with company match up to 3%
- Paid vacation and sick time
- Stable, full-time employment
- Training and support from an experienced team
- Opportunities for professional growth and industry development
- A collaborative, service-driven work environment

About S&D Industrial Tool Supply

Founded in 1984, S&D Industrial Tool Supply is a Southern California industrial distributor serving manufacturers with cutting tools, abrasives, measuring equipment, workholding, vending solutions, and related industrial products.

For more than 40 years, we have built our reputation on responsive service, dependable support, technical knowledge, and long-term customer relationships.

How to Apply

Email your resume to jobs@sdtool.com and include "Inside Sales Representative" in the subject line.

S&D Industrial Tool Supply, Inc. is an equal opportunity employer.