



**Parallax Inc.**  
599 Menlo Drive, Ste. 100  
Rocklin, CA 95765  
(916) 624-8333

## **Sales & Customer Service Agent - Available Immediately**

**Parallax Inc.** is a highly regarded designer and manufacturer of microcontroller development tools and small single-board computers. These computers are put to great use by electronic engineers, hobbyists, educators, and most importantly, future engineers and designers. Parallax is privately-owned, self funded, and passionate about providing STEM options to schools around the globe.

Parallax has an immediate need for an enthusiastic, self-motivated and outgoing, full-time person to join our Customer Service team. The agent's primary responsibilities will begin with outgoing communication with our customers to process sales orders, maintaining customer databases, elevating key contacts to company leaders, identifying growth channels, and all of the administrative tasks associated with growing the business and supporting the customer base.

### **Regular tasks and responsibilities:**

- Enter sales orders into the inventory tracking software (SysPro)
- Continuous and meticulous maintenance of the customer relationship management tool (Copper)
- Eagerly assist customers with product selection, quotes, purchase orders, shipping, returns, and all support level inquiries
- Answer company phone and direct calls as needed
- Identify growth channels, initiate communication, and coordinate with leadership
- Support online sales order processing
- Other sales and office duties as requested

### **Required Skills:**

- Two plus years of customer service or inside sales experience
- Excellent computer skills and productive in Google Suite
- Ability to learn and deliver measurable output in varying software programs
- Proactive and professional communication style in writing, virtual meetings, telephone, and in person
- Willingness and polished ability to foster new and old business relationships, meeting the customer where their needs begin
- Can-do attitude in an office environment (computers, phones, copiers, breakroom)
- Must be detail-oriented, thorough, and organized while juggling multiple tasks, with a desire to close loops and communicate about progress

This regular, full-time position is open immediately. All hours are to be completed on site in Rocklin, CA from 8:00am to 4:00pm (meal break may be 30 or 60 minutes). The Sales & Customer Service Agent position is non-exempt, reporting to the company CEO, with an approximate hourly rate of \$22-\$25 per hour. Position is open and ready to fill in early 2024; interview schedule will begin in January.

Candidate submissions with an introductory cover letter and resume will be considered first; send to [hr@parallax.com](mailto:hr@parallax.com) and visit [www.parallax.com](http://www.parallax.com)