



**BETE FOG NOZZLE, INC**  
50 GREENFIELD STREET  
GREENFIELD, MA  
01301 USA

## Hi, We're BETE!

BETE is an innovative and customer-focused fourth-generation family-owned company that designs and manufactures spray nozzles, spray fabrications, and spray systems. We invented the spiral nozzle in 1950, still one of our top sellers today, and continue to develop and patent advances in nozzle technology allowing us to put our nozzles into deep sea, deep space, and everywhere in between.

Our decades of experience in spray design and Applications Engineering, combined with our CNC machine shop, in-house foundry, and spray lab, are used to design, manufacture, and test our products. We even offer Advanced Spray Engineering Services to solve more challenging and critical problems. Our innovations improve sustainable operations in a broad range of industries – including Food & Beverage Processing, Petrochemical and Chemical Processing, Energy, and Pollution Control. We listen to and partner with our customers to ensure we find the optimal solution for their spraying challenge.

What's our team like? We're friendly, collaborative, and entrepreneurial. We have a passion for helping our customers achieve success using spray technology – whether it be optimizing tank cleaning in a winery or helping scrub harmful emissions from the air. As a member of the Customer Support Services team, you represent our business to the customer and have a key role in our success.

## Customer Service/Inside Sales Role

### The Role:

The Customer Service/Inside Sales Representative serves an essential function as the first and primary point of contact with our customer. You will be responsible for handling inbound inquiries and staying engaged with the customer throughout the sales process. You will have a focus on increasing win rates by following up on opportunities and removing roadblocks to win the business and delight the customer. As a Customer Service/Inside Sales Representative, you will apply the success you've had with specific accounts to seek out similar companies and applications for our Sales and Marketing teams to target. The Customer Service/Inside Sales Representative is a crucial member of the BETE Customer Service team and will help drive our success.

## What You'll Do

- Serve as the primary point of contact for our customers
- Connect with our customers through multiple channels, primarily email & phone
- Process incoming Quote Requests and Orders accurately
- Review open quotes and take the necessary actions to close the business or determine reason for loss of order.
- Work cross functionally with multiple departments to resolve customer problems and ensure orders are fulfilled smoothly
- Have strong knowledge of all products and services to best assist our customers
- Assist in business development by prospecting for new customers and applications for our Sales & Marketing teams to target.
- Work closely with our engineering team to provide technical information and solutions
- Research new applications and opportunities at existing customers to increase our wallet share.
- Reports industry trends, competitive pricing, and customer feedback to management.
- Ensure customer satisfaction and provide professional customer support with a personal touch
- Identify ways for continuous improvement of processes.

## What You'll Bring

- At least 4 years of experience in a customer service or client-facing industry, experience in a manufacturing setting is a plus
- Excellent organization skills with attention to detail and a strong sense of urgency and follow-through
- A proven ability to take initiative with a results-oriented focus
- The ability to work effectively as a team
- The ability to build relationships and establish trust quickly & effectively
- Strong analytical, critical thinking, and problem-solving skills
- Working knowledge of Windows-based operating systems and Microsoft-based software packages (Outlook, Word, Excel, etc.)
- Familiarity with CRM and/or ERP software

## What We Offer

- Pay starting at \$20 an hour
- A challenging role in an environment with a strong focus on employee satisfaction
- A competitive benefits package that includes:

- 401(k) Retirement Savings Program (includes 25% company match)
- Health & Dental Insurance (after 30days), Flexible Spending Account & Dependent Care Spending Accounts
- Life and AD&D Insurance(s), Company Paid Life Insurance
- Vacation Time, Sick Time, 8 ½ paid holidays
- Employee Assistance Program, Employee Referral Program, and Tuition Reimbursement
- Bi-Annual Discretionary Bonuses (June & December)
- On-site fitness facility
- All Employee Annual Fall Company Outing

If you meet the requirements outlined throughout the position descriptions above and are interested in working for a well-established, successful, and progressive local area business, we would be delighted to hear from you.

To apply, simply click on the "Apply Now" tile on the Career Opportunities page; here you can submit your contact information and a cover letter/resume to our recruiting team. Or you can email a copy of your current cover letter/resume to our team at [hr@bete.com](mailto:hr@bete.com) and someone will be in touch with you shortly thereafter.

We are an Equal Opportunity Employer. M/F/D/V

*This job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required.*