

Inside Sales Representative

Department: Sales
Reports To: Inside Sales Manager
Location: Greenfield, IN

SUMMARY

This position is responsible for Customer Support and proactively processing orders from design through production. Assures all inquiries from customers are handled in a professional, courteous, and efficient manner. The ideal candidate will be detail-oriented and have excellent communication and computer skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Enter and maintain customer and distributor quotations, sales orders, prices, delivery, mode of shipment and conditions of sale
- Initiate a variety of actions regarding quotations, manufacturing requests, engineering work requests, product delivery, etc.
- Manage all other aspects of quotation and sales order management and processing
- Be a proactive liaison between customers and other company departments (manufacturing, procurement, engineering, project management) to ensure timely and accurate completion of quotations and order fulfillment
- Determine suitable product substitution opportunities
- Coordinate customer/third party activities per terms of the purchase order, including engineering design reviews and customer review
- Provide inside sales support to Regional Sales Manager to achieve increased sales volume
- Contribute to departmental policy and procedure formulation, alteration, deployment and planning.

MINIMUM JOB REQUIREMENTS

- Quickly acquire working knowledge of operable partition systems
- Technical awareness of industry terminology and standards
- Ability to manage time and resources effectively to meet customer and corporate deadlines
- Accuracy and attention to detail
- Team player
- Knowledge in use of a computer

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

BS degree in Business Administration or related field and 5 years progressive experience in customer service/sales are strongly preferred. A combination of education and experience may be considered in lieu of BS degree. Must have a positive attitude and the ability to interact with distributor partners and with others at all levels within the organization in a professional manner.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business information and translate that into a positive Modernfold product or technical response. Ability to analyze specifications and drawings to ensure accuracy in the order to remission process. Ability to write reports and business correspondence. Ability to effectively present information and to respond to questions from groups of managers, clients, customers, vendors, and general public.

MATHEMATICAL SKILLS

Ability to apply mathematical concepts such as addition, subtraction, division, fractions, percentages, ratios, and proportions to practical situations. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

CERTIFICATIONS

None required for this position.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret variety of instructions furnished in written, oral, diagram or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, talk or hear. The employee will have extensive contact via telephone, email and other communication vehicles with distribution partners. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust and focus.