

# POSITION DESCRIPTION

**Job Title** Inside Sales Representative

## **Job Purpose / Performance Outputs:**

Provides inside sales service to call-in and walk-in customers.

## **Essential Functions Performed:** (Other functions/tasks may be required besides those listed)

- Handles incoming customer calls and walk-ins for product sales and information
- Generates process and files all paperwork from phone and walk-in sales to customers.
- Contacts customers concerning follow-up needs to sales, investigate problem accounts and accounts receivable problems.
- Locates and pulls parts for shipment to customers.
- Enters customer order data into the PC
- Trouble - shoots customer problems by phone relative to parts and order status
- Ship parts to customers
- Receive and put away stock

## **Core Job Competencies (skills, knowledge, abilities) Required:**(Others may be required)

- \* Communication skills, including verbal, written and phone
- \* PC skills
- \* Blue print reading
- \* Technical translation of product documents and specifications of vendors and customers
- \* Attention to Detail
- \* Product and warranty knowledge
- \* Mechanical aptitude at a basic level
- \* Problem-solving skills (ability to identify problems, analyze for cause and develop solutions )
- \* Knowledge of company products and services specific to branch customers and vendors
- \* Knowledge of company purchasing and branch accounting procedures and processes

## **Minimum Education Level, Type, Certification:**

High School Diploma – 4 year degree preferred

## **Specific Experience - Amount and Type:**

Three to five years experience in customer service in distribution and /or in an industrial service industry  
One to two years PC experience

## **JOB CONDITIONS / REQUIREMENTS - Hours, Travel, Physical, Tools, etc.:**

Light overnight travel for product and vendor training  
General office and warehouse environment and regular day work hours

## **Contacts Required (inside/outside the organization(s):**

Extensive phone contacts with both internal company personnel and external customer and vendors