



Job Title: INSIDE SALES REPRESENTATIVE

Pay Class: HOURLY NON-EXEMPT

Division/Department: OPERATIONS/SALES & RENTALS

Reports to: SALES/MARKETING MANAGER

Job Scope:

Sell goods or services for wholesalers or manufacturers to businesses or groups of individuals. Work requires substantial knowledge of items sold

Essential Functions of Job:

Tasks

- Answer customers' questions about products, prices, availability, product uses, and credit terms.
- Recommend products to customers, based on customers' needs and interests.
- Contact regular and prospective customers to demonstrate products, explain product features, and solicit orders.
- Estimate or quote prices, provide credit application for contract terms, warranties, and delivery dates.
- Research prices for sales items and rentals by contacting vendors.
- Prepare paperwork for new item or change item entries to give to accounting.
- Prepare purchasing requests to submit to Purchasing Department.
- Consult with clients after sales or contract signings to resolve problems and to provide ongoing support.
- Prepare drawings, estimates, and bids that meet specific customer needs.
- Provide customers with product samples and catalogs.
- Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.
- Arrange and direct delivery and installation of products and equipment.
- Monitor market conditions, product innovations, and competitors' products, prices, and sales.
- Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.
- Emphasize product features based on analyses of customers' needs and on technical knowledge of product capabilities and limitations.

Inside Sales

- Maintain and expand customer records, using automated systems.
- Prepare sales contracts for orders obtained and submit orders for processing.
- Run Open Sales Order reports to follow up on unfilled orders.
- Select the correct products or assist customers in making product selections, based on customers' needs, product specifications, and applicable regulations.
- Collaborate with colleagues to exchange information.
- Other duties as deemed necessary by Management.

Disclaimer

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

I have read the job description and disclaimer and I am able to perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

HR Director/ Supervisor Signature

Date