

Twin City Hose, Inc.

Job Description



Job title: Inside Sales Representative

Work Location: Rogers, MN

Division/Department: Sales

Reports to: Inside Sales Manager

Full-time

Part-time

Exempt

Nonexempt

Essential Duties and Responsibilities:

Under the supervision of the Sales Manager, this position performs a variety of customer service and inside sales functions. These duties include but are not limited to greeting customer and discussing the type, quality and quantity of Metal Hose, Seismic Connectors and Expansion Joints. Provide estimate or quote prices, credit terms, warranties and delivery dates.

- Responsible for handling customer inquiries, providing appropriate solutions and alternatives within the time limits and provide follow up to ensure the customer is satisfied.
- Responsible for keeping customer records, process customer accounts and file all necessary documents.
- Provide support in scheduling appointments for existing customers or new customers, as required.
- Service walk-in customers.
- Develop customer relationships to ensure TCH is a valued supplier of choice.
- Attending trade shows and conferences as required.
- Prepare accurate and timely sales information and reports for senior managers.
- Stay current and up to date on customer market trends, and new product(s).
- Responsible to know all product availability, use, benefits and pricing structure.
- Responsible for pre-contract and contract review with customers as well as reviewing customer contracts and resolve discrepancies with quotations.
- When requested to, conducts competitor profiles to assess how TCH competitors are performing in the marketplace.
- Maintains complete knowledge of and complies with company and department policies, procedures, and standards.
- Assist Outside Sales with different tasks/project.
- Work with vendors and purchasing department for pricing & sourcing.
- Furnish drawings and submittals as needed.
- Reliable and prompt in attendance.
- Conduct other miscellaneous duties as assigned or needed.

Education and/or Work Experience Requirements:

- High school diploma generally required.
- 5+ years of successful customer service experience.
- Experience working in a technical or industrial organization, providing customer service and inside sales support.
- Knowledge of computers and relevant software application including Microsoft Office.
- Ability to think on your feet, by assessing, planning and strategic troubleshooting.
- Detail oriented and excellent organizational and multitasking skills.
- Ability to work in a fast-paced environment with sense of urgency, prioritizing.
- Ability to be resourceful and proactive in dealing with issues that may arise.
- Self-motivated and driven professional.
- Solid communication skills both written and verbal.
- Strong analytical skills.
- Additional product technical training may be required.

Physical Requirements:

While performing the responsibilities of the Inside Sales Representative's job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

Print Employee Name:			
Employee signature:		Date:	

I ACCEPT - Electronic Signature Agreement. By selecting the "I Accept" button, you are signing this Agreement electronically. You agree your electronic signature is the legal equivalent of your manual signature on this Agreement. By selecting "I Accept" you consent to be legally bound by this Agreement's terms and conditions. You also agree that no certification authority or other third-party verification is necessary to validate your E-Signature and that the lack of such certification or third-party verification will not in any way affect the enforceability of your E-Signature or any resulting contract between you and Twin City Hose Inc.