

Job Title: Inside Sales Representative
Supervisor: Office Manager
FLSA Status: Salaried; Non-Exempt

103 Central Avenue, Suite 400B
Mt Laurel, NJ, 08054

Contact Sales Office
Phone: 856-840-8011
Fax: 856-840-0811

Summary

The inside sales representative works in conjunction with existing customers, technical associates, and outside sales representatives to meet or exceed monthly sales quotas, while increasing customer satisfaction.

Essential Duties and Responsibilities include, but not limited to, the following:

- Communicate with customers via phone, email, and fax
- Provide price and lead time quotes on both Baldor and ABB products
- Educate customers on terminology, features, and benefits of products
- Enter orders, return authorizations, and credits as needed
- Increase average order size by means of cross-selling, up-selling, and add-on sales
- Monitor scheduled shipment dates and expedite as needed
- Work with trucking companies and couriers to ensure timely delivery of product
- Fill requests for catalogs, information, or samples
- Set up and maintain customer files
- Possible travel to other sites for training and sales calls
- Additional tasks deemed necessary by the Office or District Manager

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Requires minimal supervision; uses resources effectively
- Problem Solving - Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem solving situations
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers
- Oral Communication - Speaks clearly and persuasively in positive or negative situations
- Written Communication - Writes clearly and informatively
- Teamwork - Contributes to building a positive team spirit

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/or Experience

- High School Diploma or GED Previous customer service or sales experience
- Excellent communication, telephone, computation, and problem solving skills

Computer Skills

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Order processing systems and Inventory software.

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 sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds

Work Environment

Inside sales operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.