

BENJAMIN STEEL COMPANY

Description of Position Responsibilities

JOB TITLE: **Inside Sales Representative** PAY RANGE: **\$40,000-\$65,000**

SUPERVISED BY: Inside Sales Manager/Director of Branch Operations

POSITION SUMMARY:

Sells full product line to all types of customers via telephone. Responsible for quoting price and delivery of all stock items and buyouts.

DUTIES AND RESPONSIBILITIES:

1. Develops partnering relationships with customers
2. Answers incoming inquiries from customers through a variety of media (e-mail, fax, website, phone, etc)
3. Quotes price and delivery to customers based on established pricing structures in order to maximize profit, while allowing for variance when appropriate.
4. Understands how to compute pricing for all types of processing and value-added services available.
5. Has working knowledge of all types and grades of stock material, their basic applications and finds resources if additional information or service is necessary.
6. Prepares orders according to established standards and procedures.
7. Maintains awareness of customer's credit standing and follows all company procedures regarding extending of credit and terms and conditions.
8. Completes the order process to insure prompt and accurate deliveries.
9. Coordinates with Account Managers, Inside Sales Manager and the Director of Branch Operations to resolve any customer issues and maximize opportunities.
10. Makes out-calls when able to develop customer base.
11. Completes other duties as related or assigned.
12. Good attendance is an essential function of this job.

EDUCATION AND EXPERIENCE:

College Degree in Business or 8 years experience with inside sales of industrial products

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent, math, communication, and organizational skills
- Uncompromising commitment to customer service, with the ability to build collaboration between many solutions providers as we strive to be the customer's First Choice
- Ability to balance many requirements at once needing quick resolution, which may require a high tolerance to change
- Proven success selling industrial products
- Proven experience and success accepting accountability for success and failure

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