

Job Description

Job Title: Inside Sales Representative

Department: Sales

FLSA Classification: Non-Exempt

Reports to: Inside Sales Manager

Location: Various

SUMMARY

FlashCo's Inside Sales Representative (ISR) plays a key role in achieving our customer acquisition and revenue growth objectives. FlashCo ISR's work in a collaborative environment where cooperation and communication with all FlashCo team members is paramount in reaching our goals and strengthening our presence in the industry. ISR's will work to facilitate and develop FlashCo opportunities within identified target accounts and areas. ISR's will take a proactive and methodical approach to find and close sales opportunities; mining contractor associations, business partner referrals and lead follow up. ISR's will engage with our customers to understand the application and need in order to create the best solution, all while ensuring a smooth sales process. ISR's are upbeat, well-spoken, and always ready to close the deal.

DUTIES AND RESPONSIBILITIES

- Secures sales through focus on existing, inactive, and prospective customers, lead follow-up and promotional campaigns.
 - Generates and qualifies new leads.
- Communicates with customers, routinely making outbound calls to potential customers, following up quotes and leads.
 - Understands customers' needs and identifies sales opportunities.
 - Able to explain features and benefits of products and services and how their solution is the best for the customers application.
 - Answers customers' and prospective customers' questions and sends all additional/supportive information as necessary.
- Continually updates customer contact information in SAP and/or database management as it relates to the customer.
- Identifies and develops relationships with customers, especially the "job buyer."
- Keeps up with new product offerings, applications, and relative industry information.
- Stays informed about competing products and services.
- Closes sales and achieves sales targets.
 - Promotes and sells aged inventory.
 - Upsells products.
- Enters and processes all aspects of Job quotes in an expedient manner.
 - Provides all necessary information for customer quotes including drawings for custom items, shipping exceptions, etc.
 - Ensures all projects, paperwork is accurately completed, communicated, and attached according to procedure in a timely manner.
- Meets FlashCo's brand promise of speed acknowledging emails, faxes and returns calls within 15 minutes.
- Answers all incoming phone calls, regardless of workload.

- Informs Inside Sales Manager of all customer feedback and communicates related information.

The preceding reflects management's expectations of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

KEY DELIVERABLES

- Engage customers to promote FlashCo and generate revenue.
 - Follow up on all quotes within 1 week (five business days) of initial quote.
 - Contact an average of thirty potential customers a day via phone and email soliciting business.
 - Add 10-20 new customers per month (actual number will vary +/- by territory, to be verified by sales management).

COMPETENCIES

Knowledge of:

- Understanding of FlashCo capabilities and product application.
- Residential and Commercial Roofing Industry products.
- Distribution channels for FlashCo products.
- Selling products in several types of markets.

Skills & Abilities

- Embodies FlashCo core values of Integrity, Respect, Can Do Attitude and Customer Satisfaction.
- Effective communicator.
 - Skilled in the art of listening; giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate.
 - Able to convey features and benefits and sell value.
 - Able to maintain poise regardless of the situation.
- Strong phone presence and experience dialing dozens of calls per day.
- Ability to multi-task, prioritize, and manage time effectively.
- Work in a demanding environment while often being interrupted and be okay with it.
- Is actively engaged and participates in meetings.
- Maintain and build on culture of teamwork by reaching out to coworkers, establishing, and encouraging collaborative working relationships.
 - Contributes to "team" culture by remaining actively engaged.
- Reacts well and positively under pressure while showing flexibility, courage and taking action.
- Settles for nothing short of excellence in all that he/she does.
- Deal effectively with a diversity of individuals at all organizational levels.

QUALIFICATIONS

- High School Diploma or GED required.
- Bilingual – Spanish/English preferred.
- 2-3 years' sales/customer service experience preferred.
- Preferred experience with SAP Business One Software.

PHYSICAL DEMANDS

Most of the work is project based, consisting of working on a computer while sitting or standing for extended periods of time. While performing the duties of this job the employee is required to sit, stand, and walk; use finger, handle, or feel objects; reach with hands; talk and hear; climb or balance; stoop, kneel, crouch, and crawl. The employee occasionally may need to transport himself or herself to another office location in mild to inclement weather. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Notes

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.
- The employee is expected to adhere to all company policies.

I have read and understood this job description and can perform all duties contained herein.

Employee Name

Signature

Date