



Date: 2/1/2012
Job Title: Inside Sales-Plumbing
Department: Branch 8
Location: Springfield
Reports Directly to: Branch Manager
FLSA Status: Salary-Exempt

Principal Accountabilities:

1. Provide technical support including monitoring shipping, delivery and return status, as required
2. Handle incoming customer requests for quotes (Commercial & Mechanical) and product information (equipment specifications, applications and accessories)
3. Participate in monthly sales meetings
4. Accurately interpret customer needs and work with customer and outside sales team to offer appropriate solutions to satisfy requirements
5. Provide information on the full range of products and programs offered by the company to the customer
6. Ensure timely order processing and confirmation of orders
7. Enter orders into the ECLIPSE ordering system as needed
8. Manage assigned customer orders from origination to delivery
9. Provide post-sales follow up as required
10. Work with customers, outside sales and internal/external suppliers to resolve issues as they arise
11. Work with outside sales to take orders and submit job quotes
12. Work with other departments to answer questions (i.e., factory, warranty, finance, etc)
13. Provide competitive analysis to outside sales resulting in dealer acquisition
14. Attend product training seminars
15. Perform other duties as requested

Position Specifications/Scope

Minimum Education/Experience Required:

High School Diploma required, or its equivalent

Knowledge, Skills, Abilities Required:

Plumbing knowledge-systems, products and markets

Must be friendly, have a positive attitude and provide excellent customer service both on the phone and in person

Ability to develop and maintain positive customer relations

Critical thinker-using logic and reasoning to identify alternative solutions

Mathematical reasoning- ability to choose the right method or formulas to solve problem

Ability to learn Eclipse software

Must be very detail-oriented and focused for accuracy

Ability to perform assignments with minimal supervision

Requires maturity and experience to interface with all levels of management, personnel and customers

Must have strong interpersonal communication skills

Must maintain a patient and professional attitude, while managing a busy workload

Strong organizational skills required

Must be able to determine and prioritize workload

Equipment Used:

Forklift

PC

Calculator

Fax

Telephone

Photocopy machine



The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

Warehouse environment

The physical demands described below 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.

Physical Demands:

| | | | | | | | | | |
|---|-----------|---|----------|---|----------|---|--------|---|---------|
| X | Balancing | X | Feeling | X | Pulling | X | Seeing | X | Talking |
| X | Carrying | X | Grasping | X | Sitting | X | -Close | X | Walking |
| X | Climbing | X | Hearing | X | Standing | X | -Far | | |
| X | Crawling | X | Kneeling | X | Stooping | X | -Color | | |
| X | Crouching | X | Lifting | | | | -Depth | | |

Other:

The foregoing responsibilities, accountabilities, statements and requirements are intended to describe the general nature and level of work performed in this position. They are not intended to be construed as an all-inclusive list of every responsibility, duty, skill and expectations required of personnel so classified.

Approvals:

Employee: _____ Date: _____

Department Supervisor: _____ Date: _____

Human Resources: _____ Date: _____