



EMPLOYEE JOB DESCRIPTION

Inside Sales Team Member

Reports To: Sales Team Leader

FLSA Status: Non - Exempt

SUMMARY: Builds lasting relationships with new and existing customers.

DUTIES AND RESPONSIBILITIES:

- Collects and manages customer information.
- Maintains relationships with clients.
- Builds the brand through excellent customer service.
- Demonstrates knowledge of products.
- Maintains sales goals set by leadership.
- Assists and troubleshoots customer service requests and concerns; in person and over the phone.
- Processes customer orders and payments.
- Performs all other duties as assigned.

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 or High School Equivalence Certificate); two or more years of equivalent combination of education and experience. Familiarity with factory settings, preferred.
- **Language Skills** – Ability to read, analyze, and interpret common plans and blueprints. Ability to respond to common inquiries or complaints from customers, regulatory agencies, employees, or members of the business community. Ability to effectively present information to management, public groups, and/or the leaders of the company. Ability to interact clearly and effectively, in both written and oral communication with supervisors, clients, staff, vendors, etc.
- **Mathematical Skills** – Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- **Computer Skills** - To perform this job successfully, an individual should be proficient in personal computer skills, including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc. This role requires basic knowledge of Microsoft Office.
- **Other Qualifications** – Access to reliable transportation to and from work.

COMPETENCIES:

- **Analytical Thinking** – Synthesizes complex or diverse information, collects and researches data, and uses intuition and experience to effectively troubleshoot.
- **Ethics and Values** – Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times. Acts in line with those values. Rewards the right values and disapproves of others. Practices what he/she preaches.
- **Critical Thinking** – Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems with strong analytical and problem-solving skills.
- **Mathematics** – Using mathematics to solve problems.
- **Attention to detail** – Manages multiple projects by practically determining project urgency and creates detailed action plans.
- **Active Listening** – Gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting. Works well independently and within a team setting.

CLASSIFICATION AND COMPENSATION:

- Onsite: Shiloh, Ohio Monday–Friday 7 am – 4 pm
- Health benefits, including vision and dental
- Retirement plan eligible
- Profit Sharing may be available, quarterly
- Wage Range: \$22 - \$32/hour

PHYSICAL DEMANDS:

While performing the duties of this job, the individual must be able to remain in a stationary position for 90 percent of the time while operating their computer and performing office work. The individual needs to occasionally move about inside the office. They constantly operate computers and other office productivity machinery, such as a calculator, copy machine, fax machine, and computer printer. They must be able to exchange accurate information with customers and others in the office while interacting. The employee must regularly move up to 15 pounds and occasionally up to 25 pounds. The individual must be capable of reviewing their work for errors and making necessary adjustments.

WORK ENVIRONMENT:

While performing the duties of this Job, the individual is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually low to moderate. The individual frequently works in a controlled climate.

Employee Signature: _____ **Date:** _____

Employee Name: _____ **Date:** _____
(Printed)