

GREAT NORTHERN EQUIPMENT DISTRIBUTING, INC.



Job Title: Inside Sales Representative

Last Update: 10/06/2020

Reports to: Assistant Department Manager

Supervises: None

Department/Location: S+B Inside Sales Department/Rogers, MN

Work Schedule: Generally, 8am – 5pm with need for seasonal flexibility

Eligible for remote work: No

Basic Function: The primary responsibility of the Inside Sales Representative is to support new and existing customers navigate and order supplies and materials through Signs Plus Banners. Associates need to be able to take customer orders, answer and/or attempt to resolve any issues they may encounter.

Essential Functions:

- Ensures that all customers are assisted in a professional, courteous, reliable, honest and responsive manner.
- Performs selling techniques on inbound and/or outbound calls.
- Emphasizes salable features, quotes prices and credit terms, and prepares sales orders for orders obtained.
- Handles customer complaints and assists with problem situations.
- Ensures effective communication and implementation of Signs Plus Banners company goals and initiatives.
- Handles confidential information with the utmost judgment and discretion.
- Keeps supervisor informed of important developments, potential problems, and related information necessary for effective management.
- Coordinates with other departments to collect/update customer information for establishing and maintaining a customer account.
- Answer and solve customer inquiries regarding web site and orders place via the web.
- Coordinates drop shipments between customer and vendor.
- Performs all other duties as assigned or apparent.
- Attends training as directed by S+B.

Secondary Functions:

- Provide customer feedback to department manager and other members of the Signs Plus Banners team.
- Support company events that require on-site customer visits.

Knowledge/Skills/Abilities:

To perform this job successfully, an individual must be able to perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to see a job through to completion and passion to believe in the quality you provide.
- Knowledge of and willingness to follow company policies
- Honesty, dependability and unconditional ethics. Treats people with respect; works with integrity and ethically; upholds organizational values.
- Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback, Willingness to assist others.
- Take initiative to locate missing information or find possible solutions to an issue.
- Conduct themselves in a professional manner
- Speak, write, and read English.
- Ability to communicate effectively, both orally and in writing, with a wide variety of internal and external customers/vendors.
- Adapts to changes in work environment; changes approach or method to best fit the situation; able to deal with frequent change.
- Ability to effectively manage timetables, time requirements and deadlines.
- Ability to lead and motivate people.
- Schedule and assign work to direct reports.
- Ability to maintain confidentiality.
- Ability to objectively and fairly measure the performance of subordinates and to take appropriate corrective action as indicated.

Qualifications and Experience:

Required

- High School education or equivalent.
- 3 - 5 years of related experience in the graphics and materials industry with an emphasis in retail, customer service and/or sales.
- Strong people skills with ability to relate to peoples' needs and concerns while still being able to accomplish the Company's goals.
- Strong organizational and analytical skills.
- Must exhibit strong decision-making qualities.
- Ability to relate well to others and gain the respect of co-workers.
- General PC Skills (Microsoft Office).
- Ability to communicate effectively, both orally and in writing, with a wide range of company personnel and others.
- Ability to see in full color.

Preferred

- Sign supply or print industry experience.
- Graphics or sign design experience.
- Previous phone sales experience.
- Experience with a CRM.

Budgetary Responsibilities: None

Machines/Equipment: In the normal course of performing the functions of this job a desk phone, printer, headset, copier, and personal computer will be used.

Physical Demands:

The physical demands described here are a 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.

- Frequently required to sit, use hands to handle object, speak and hear.
- Frequent wrist and/or hand movement is required.
- Ability to lift up to 35 lbs. occasionally.
- Frequent bending, twisting, stooping, reaching, and lifting.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment:

- **Office:**
Office setting is climate controlled and the noise level is usually quiet to moderate.
- **Warehouse:**
Warehouse setting is partially climate controlled and the noise level is usually moderate. Employees may be regularly exposed to forklift, foaming and cutting equipment.

Summary: This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.