



XYZ WELDING SUPPLY

Position Profile

Title: **Inside Sales Representative**

Incumbent: **Multiple**

Reports to: _____

Incumbent Sign-off

Approved by: _____ Supervisor

Grade:

_____ Human Resources

Date Assigned: MM/DD/YYYY

_____ President

Revision Date:

I. OBJECTIVE:

To provide effective internal and telephone customer sales and service activities. Ensure that the store location is adequately stocked with required product lines. Aid customers in identifying product needs and proper product application.

II. RESPONSIBILITIES:

The essential functions of the position include but are not limited to the following:

1. Complete overall sales and customer service duties for walk-in customers.
2. Set up showroom product displays, stock shelves and maintain general condition of the showroom.
3. Open and close the store each day; cash-out and securely store receipts in safe.
4. Check-in equipment repairs; perform non-major equipment maintenance or repair. Assemble new welding equipment for display.
5. Interface with drivers on delivery manifest and driver tickets verification.
6. Interface with Purchasing Department regarding various stocking issues i.e., disposal of dead stock, sourcing materials for customers, expediting orders, etc.
7. Complete necessary cycle counting and inventory control of products; adjust inventory with purchasing department and perform required computer transactions.
8. Meet with manufacturer sales representative regarding new products, application issues, defective products, promotions, etc.
9. Complete product application training of XYZ sales and customer service employees.
10. Provide quotations and bids for larger construction projects requiring welding equipment.
11. As required, receive new items and enter into computer; fill back orders and assist in shipping/receiving duties.
12. Assist with such other duties or responsibilities as may be assigned.

III. REPORTS PREPARED:

- a. No formal reports are prepared by the incumbent.

III. INTERFACE:

- Internal:** Must positively interface at all levels including particular emphasis with purchasing, shipping and receiving and outside sales personnel.
- External:** Must maintain positive interface with customers, manufacturers and sales representatives.

IV. QUALIFICATIONS:

- Education:** High school graduate or equivalent experience; electrical training program completion preferable.
- Experience:** Minimum 5-8 years progressively responsible experience preferably in welding supplies business. Strong mechanical aptitude.

SPECIAL REQUIREMENTS:

1. Effectively work with customers in identifying product need or application. Exhibit willingness to serve customer in a professional manner.
2. Able to work in varied weather conditions and business locations – shop floor, hospitals, outdoors, etc.
3. Ability to arrive at fair and logical decisions concerning return of defective products, customer credit issues or other customer/sales related problem.
4. May be required to lift or transport products or materials weighing up to 100 pounds.

V. EQUIPMENT UTILIZED:

- a. Bar coder
- b. Personal computer
- c. Forklift
- d. Various hand tools
- e. Usual office equipment – fax, copier, etc.

VI. POSITION DIMENSIONS:

- a. Number of employees directly supervised: 0

Note: XYZ retains the discretion to add to or change the duties of the position at any time.