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Position: Inside Sales Representative – Int’l. Reports to: International Sales Manager

Summary

The Inside Sales Representative – Int’l. gathers data and actively listens to prospective and existing clients by using consultative methods to fully understand their business, uncover their problems, and identify impact areas. The daily functions include prospecting, qualifying, disqualifying, and selling products across multiple applications to prospective and current customers across the international region.

Duties and Responsibilities

- Handle quotes in a timely manner and enter into P21 for accurate tracking
- Ask probing and discovering questions when receiving an inquiry from a customer to ensure the best options to receive an order are presented.
- Engage in cold sales calls to pursue new accounts and find new potential accounts.
- Follow up with customers to determine status of open quotes and report findings to Team Manager.
- Travel to assigned region to build relationship with customers.
- Process cancellations or changes in sales orders appropriately and communicate to related departments as required.
- Interface with Shipping and Vendors to ensure delivery commitment to clients is met.
- Address and resolve any customer issues and complaints promptly and notify management and/or Outside Sales Rep if circumstances escalate.
- Researches customer demographics and keep management informed of customer needs, buying trends and market conditions
- Attend sales meetings concerning sales targets or forecasts, skill building and professional development meetings.
- Communicate and help resolve payment and credit issues with Accounts Receivable Representative if needed.
- Update customer contact information in P21’s Contact Management System and notify Outside Sales rep of any changes with existing customer information and new customers in TigerPaw CRM.
- Participate in the “On Call” Rotation (this includes lunch hour, afterhours and weekends)
- Collaborate with Team Manager to determine essential strategic approaches for sales.

Knowledge, Skills and Abilities

- Energetic, self-starter with ability to adapt to change in a highly dynamic work environment
- Outstanding written and verbal communication, presentation skills
- Microsoft Office proficiency
- Ability to maintain a high level of activity, manage multiple competing priorities, and work effectively in a results-driven culture
- Ability to initiate, establish, and nurture meaningful business relationships over the phone
- Develop strong product/price knowledge as well as customer knowledge
- Strong ability to sell and be persuasive over the phone

Education and Qualifications

- High School diploma or GED required
- Bachelor's degree in Marketing, Business or related field a plus
- 2+ years' inside sales experience - preferably in pipe, valve or fitting
- Bilingual (Spanish) a Plus