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Position: Inside Sales Rep (Automation)

Reports To: Business Development Manager

Summary

Under the direction of the Business Development Manager, the Inside Sales Representative (Automation) provides the day-to-day interface with the customers for product and service sales. The Inside Sales Representative is responsible for technical and commercial sales to all customers. This includes working on project type quotations and/or valves. This role conducts thorough customer needs assessment, identifies opportunities, provides product solutions and leads the customer through the sales process.

Duties and Responsibilities

- Assist the customer in buying decisions through solid commercial knowledge, strong technical knowledge and customer support experience.
- Determine the selling price of the equipment and services available from the company by utilizing manufacturer supplied tools as well as company business systems.
- Interact with customers on a day-to-day basis by phone, fax or email.
- Provide assessment, identify opportunities and provide solutions for the customer's inquiries. From time to time we will receive project type and/or valve quotation requests. It is the salespersons responsibility to provide the best solution to the customer.
- Follow up on quotations to achieve a high conversion rate to orders.
- Enter sales orders, purchase orders, production orders, checks delivery status, expedite material to insure timely delivery to customer and enter return authorizations.
- Cooperate with Sales Groups to determine essential strategic approaches for sales.
- Maintain and expand the customer base of AIV.
- Attend sales meetings concerning sales targets or forecasts, skill building and professional development meetings.
- Handle cancellations or changes in sales orders and communicating the changes with the related departments.
- Coordinate with the shipping department to ensure the delivery commitment to clients is met.
- Coordinate with vendors to ensure the delivery commitment to clients is met.
- Communicate as needed with Outside Sales representative on any changes needed with existing customer's information and new customers in TigerPaw's Customer Relationship Management System
- Update customer contact information as needed in P21's Contact Management System.
- During slow times, assist other co-workers as needed, follow up on quotes or make outgoing sales calls to customers.
- Keep a list of missed opportunities.
- Handle all quotes in a timely manner. If you are working on a quote and cannot get it back to the customer quickly (within the same day), let them know when you will be able to quote.

- Keep abreast of all products we offer and attend all lunch and learns available to gain knowledge of new product offerings or company changes.
- Work closely with Accounts Receivable to ensure timely payments.
- Stay involved in your orders to gain current information that could be relayed to the customer at any given time if they call.
- Assist other departments, offices and team members in a professional manner.
- Always strive to leave the office with a clean desk. If you can take care of the customer before you leave, do it!
- Always conduct yourself in a professional manner with a good attitude so that others do not feel that they cannot come to you for information or assistance.
- Work closely with Assembly so that the customer's requirements and expectations are met.
- Work closely with any outside inspectors or customer representatives that come in with respect to their orders.
- Perform related duties as required.

Knowledge, Skills and Abilities

- Strong knowledge of products and strong understanding of the industries that the company serves.
- Proficient level computer skills including Outlook.
- Good written and verbal communication skills. Ability to communicate and coordinate with other employees, customers and vendors.
- Develop strong product knowledge as well as customer knowledge.
- Strong selling skills.
- Good problem solving skills.
- Approaches each opportunity with the understanding of doing it right the first time. High ethical standards.
- Good self-management skills including dependability, initiative, innovation, professionalism and organizational skills.
- Able to maintain good relationships with co-workers, customers and vendors.
- Strong multi-tasking skills.
- Mechanical aptitude.
- Perform related duties as required.

Education and Qualifications

- A high school diploma or GED is required.
- A bachelor's degree in Marketing or Sales, or 1–5 years of relevant sales experience, is preferred.
- Candidates with a mechanical background such as in automotive or automation will be given preference.
- Prior training or experience in inside sales or automation sales is also desirable.