

GREAT NORTHERN EQUIPMENT DISTRIBUTING, INC.



Job Title: Inside Sales Manager

Last Update: 11/29/2018

Reports to: Sales & Marketing Director

Supervises: Inside Sales Representatives

Department/Location: Sales/Renville, MN

Work Schedule: Generally, 8am - 5pm (40-45 hours) with need for some seasonal flexibility

Eligible for remote work: No

Basic Function: The Inside Sales Manager is responsible for the oversight the inside sales team and operation from setting and monitoring goals and contributions, to developing staff and personnel coverage, as well as contribute to the overall performance to drive consistent sales forecasting, goals and results. This individual will continually build relationships with clients and customers and rely on clientele feedback to ensure the inside sales team is operating successfully.

Essential Functions:

- Participates with GM and other managers/supervisors, as appropriate, in establishing meaningful goals and policy guidelines concerning business operations and the inside sales group. Communicates policy and procedure to direct reports.
- Ensures that all customers are assisted in a professional, courteous, reliable, honest and responsive manner.
- Performs selling techniques with inbound and/or outbound calls.
- Handles customer complaints and assists with escalation process.
- Establishes, tracks and reports performance requirements and clarifies responsibilities to those supervised.
- Ensures proper training for all personnel on sales operations and related procedures.
- Informs company personnel, as needed, of new products, local advertising, price changes and other significant information pertaining sales activities.
- Ensures effective communication and implementation of approved plans and programs.
- Collaborates with Sales Director on sales activities and reporting statistics on each inside sales representative.
- Assists with the development of our e-commerce platforms including: listing products, establishing pricing, staying aware of the market trends, etc.
- Provides monthly report regarding inbound & outbound efforts, percentage on phones, hours worked, and other targeted key performance indicators, etc.
- Ensures that the inside sales department is adequately protected against theft or other suspicious activity.
- 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 and communicates parts and service activities with others, to ensure a coordinated work effort and team approach.

- Keeps employees informed of significant developments and changes to ensure that open and direct lines of communication are established and maintained with all employees.
- Assists and engages in talent screening, interviewing and hiring the necessary personnel for the inside sales department.
- Reviews staff annually. Assists staff with setting and attaining job related goals.
- Coordinates with phone system administrator on programming modifications and reporting matrices.
- Develops and implements goals and/or sales targets to drive call statistics and other related marketing campaigns.
- Reviews industry data for potential new products and customers.
- Performs all other duties as assigned or apparent.
- Attends training as directed by K & M/GNE.

Secondary Functions:

- In collaboration with Sales and Marketing Management, reviews potential new products and customers segments.
- Collaborates with department leadership to ensure K&M's sales team has the proper, hardware, software and communication to effectively perform daily tasks.
- Participates in annual review of sales budgets and departmental goals and expectations.

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.
- Minimum of 2 years of related retail, B2B or technical experience.
- 2+ years of management/supervisory or equivalent business experience.
- Strong people skills with ability to relate to people's needs and concerns while still being able to accomplish the Company's goals.
- Strong organizational and analytical skills.
- High mechanical aptitude.
- Must exhibit strong decision-making qualities and strong leadership.
- Ability to relate well to others and gain the respect of co-workers.
- Ability to communicate effectively, both orally and in writing, with a wide range of Company personnel and others.

Preferred

- Supervisory experience in a call center environment.
- Phone metrics reporting.
- Knowledge of construction and turf related equipment.
- Knowledge and experience related with the agricultural industry and similar and/or related K&M products.

Budgetary Responsibilities: Non-budgeted spending authority \$250 per single transaction.

Machines/Equipment: In the normal course of performing this job a telephone, headset, printer, 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 15lbs.
- 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.

Travel: Occasional travel for training and/or to trade shows and customer locations required.

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.

Created by Stacy Foreman & Taylor Christensen