

## GREAT NORTHERN EQUIPMENT DISTRIBUTING, INC.



**Job Title:** Inside Sales Representative

**Last Update:** 09/10/2018

**Reports to:** Inside Sales Manager

**Supervises:** None

**Department/Location:** Sales Office/Renville, MN

**Work Schedule:** M-F, 8:00am – 5:00pm

**Eligible for remote work:** No

**Basic Function:** Our Inside Sales Representative is responsible for selling and servicing all K&M products to businesses and industrial establishments through a trouble-free sales process. Associates need to be able to take customer orders via telephone and email, as well as answer and/or attempt to resolve any customer issues that may appear.

### Essential Functions:

- Establishes and services lists of prospective customers, based on information from ad inquiries, trade shows, direct mail responses, card deck leads, aged leads, dealer resellers, business directories, websites, and other sources.
- Makes outbound, lead and follow-up calls to potential and existing customers by telephone and e-mail to qualify leads and sell products and services.
- Answers inbound sales lead calls to convert calls into sales.
- Services technical and business objections of customers.
- Emphasizes salable features, quotes prices and credit terms, and prepares sales orders.
- Estimates date of delivery to customer, based on knowledge of K&M's production and delivery schedules.
- Builds and maintains customer relationships.
- Enters new customer data and maintains current customer database.
- Works with outside sales representatives to keep account activities and literature up to date.
- Investigates and resolves customer problems with deliveries.
- Answers and solves customer inquiries regarding web site and orders placed via the web.
- Coordinates drop shipments between customer and vendor.
- Performs related work as apparent or assigned.
- Attends training as directed by K&M.

### Secondary Functions:

- Tracks stock levels.
- Facilitates customer returns according to established processes.
- Required to follow all K&M safety procedures and policies.
- Performs all other duties as apparent of assigned.

### 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 maintain confidentiality.

### **Qualifications and Experience:**

#### **Required**

- High school diploma or equivalent and one-year related experience and/or training.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- To perform this job successfully, an individual should have knowledge of ERP software (Made to Manage); MS Excel, MS Outlook, MS PowerPoint, and MS Word software.
- Speak, write, and read English.

#### **Preferred**

- Associates degree (A.A.).
- E-commerce experience.
- Agriculture or construction equipment industry experience.

**Budgetary Responsibilities:** None

**Machines/Equipment:** In the normal course of performing this job a telephone, copier, printer, fax machine, headset and personal computer will be used.

**Physical Demands:**

The physical demands described here are 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 objects, talk and hear.
- Frequent wrist and/or hand movement is required.
- Must occasionally lift and/or move up to 40lbs.
- Occasionally required to stand, walk, and reach with hands and arms.
- Specific vision abilities required include close vision, distance vision, peripheral vision depth perception and the ability to adjust focus.

**Travel:** Travel locally with outside sales 3-4 times annually.

**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 forklifts and other material moving 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.