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Revision Date

3/8/2019

Inside Sales Representative - Architectural Products

DEPARTMENT: Sales – Ops Architectural

LOCATION: United States

REPORTS TO: Inside Sales/Customer Service Manager

FLSA STATUS: Non-Exempt

POSITION PURPOSE:

The Inside Sales Representative performs diversified duties to process architectural products inquiries and orders from customers, received from Reps and customers for all types of architectural products and provide information to Reps/customers regarding orders already in-house.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Answer inquiries for quotations, via phone or e-mail, providing detailed technical information and conferring with the customer to emphasize the advantages of BILCO products, and to determine requirements for quote. Establish pricing and other relevant information from technical manuals or contact with other departments as necessary. Check all quotes for duplicate project or customer and note accordingly. Enter quotation information into system, and provide quotation to customer via phone, or e-mail.
- Interface with specifier (architect or specifying engineer) to define specific project requirements, influencing the preparation of specs or matching our products with existing specs. Use product knowledge and knowledge of competitive products to communicate BILCO value to the specifier. Follow up all appropriate projects to assure maximum quote-to-order conversion. Coordinate all project activities with sales representatives.
- Depending on assigned sales territory, take and edit orders for architectural products. Edit orders, and inquiries converted to orders, as assigned. Ensure that all information is correct, accurate, and complete. Contact customer regarding missing information, model changes, terms of sale, pricing, etc. Forward order to CSR- Order Entry, for entry of these orders.
- Enter Converted Hold-for Approval orders: Using header screen, input warehouse, type of order, customer address information, trucker, terms, rep information, shipping date, etc. Enter quantity and product code, then verify description and price information which appears. Enter product description and price. Enter freight amounts. Generate all appropriate paperwork for drafting to provide HFA drawings.
- Handle all types of questions from customers regarding order adjustments, cancellations and customer changes. Address customer requests for order status or expedites, doing appropriate research as necessary. Resolve questions or complaints regarding debits or credits, factory service, and other issues which require research to ensure customer satisfaction. Work with Engineering to resolve field complaints.
- Prepare requests for drawings for submittal to customers. Maintain reference files and other records necessary for customer service duties. As assigned, process change forms, assign quote number to all requests received by fax, mail or email, or perform other similar duties.
- Act as back-up for other Sales Reps, for the Inside Sales/Customer Service duties of the Administrative Assistant, and for order entry as requested.
- Perform other related duties as assigned or warranted by circumstances.

KNOWLEDGE / SKILLS / ABILITIES:

- Highly driven, self-motivated, and able to work under pressure with minimal supervision.
- Energetic and friendly with excellent verbal and written communication skills.
- Excellent keyboarding skills.
- Ability to understand and interpret technical information.
- Ability to interact effectively with customers of all kinds.
- Ability to interact effectively with others, both within & outside the department.
- Knowledge of math (Algebra level) to determine prices, discounts, etc.
- Ability to handle a very heavy, varied phone and e-mail load over the course of a day.

QUALIFICATIONS / PRIOR EXPERIENCE:

- Two years of prior Inside Sales experience preferred.

WORK ENVIRONMENT/OTHER REQUIREMENTS:

- Ability to sit at a desk with a computer for eight hours at a time, with appropriate breaks at approximately two-hour intervals.
- Ability to bend to floor level and reach 4 feet high, to retrieve and file various materials.
- Ability to move around office level to access files and obtain information from other departments.

The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Interested candidates please send your resume to careers@amesburytruth.com.