

OUTSIDE SALES REPRESENTATIVE

Glendive Branch

OBJECTIVE:

To build, develop and enhance customer relationships through creative and innovative value-added product and service solutions with the focus on helping make the customer more productive, efficient, and profitable. This is to be done through penetrating existing markets and customers as well as building and developing new customers and markets. Also help answer phones, and answering questions for all customers when inside. Help grow all outside sales including Industrial welding supplies, Industrial, Specialty and Medical Gas sales. The area covers Sidney, Miles City, Williston, Watford City, Dickenson and surrounding areas. Position can be based in this territory.

KEY RESPONSIBILITIES:

- Outside Sales
- Operational Support
- Administrative Support

Outside Sales

1. Cultivate relationships with new customers and maintain existing relationships by calling on and servicing customers on a daily basis.
2. Work with customers to determine problems and concerns they have and come up with value-added solutions that help make the customer more profitable.
3. Demonstrate product for customers and provide counsel and assistance on customer needs or product application issues.
4. Understand the true costs of servicing the customer including delivery costs, product knowledge and training, and conscientiously working to achieve the maximum value and profit to the customer and to the company with the most efficient use of company resources.
5. Work with stock points to help expand sales territories.
6. Maintain quality service by following quality customer service standards and resolving customer service problems.
7. Partnering with suppliers by making sales calls together when they are in the area and reviewing new product offerings and making the determination as to customer application and proactively demonstrating new product line to prospects.
8. Attain mutually agreed upon number of cold calls per quarter as set by Inside Sales and Branch Manager.
9. Achieve mutually agreed upon number of Product Service Agreements (PSA) as determined by Branch Manager.

Operational Support

1. Assist inside sales and Branch Manager with preparing bids and quotes.
2. Maintain professional and technical knowledge by attending educational workshops and reading trade magazines.
3. Hot-shot and cylinder deliveries as needed.
4. Other duties as assigned.

INTERFACE

Internal: Must positively interface at all levels within the company including particular emphasis with the Industrial Sales Manager, branch staff, purchasing, accounts receivable, and customer service.

External: Must maintain positive interface with customers, manufacturers, and manufacturer reps.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

SPECIAL REQUIREMENTS

1. Effectively work with customers in identifying product needs and application. Exhibit willingness to service customer in professional manner.
2. Make fair and logical decisions concerning return of defective products, customer credit issues, or other customer/sales related problems.
3. Must be able to communicate effectively with our internal and external customers.
4. Basic understanding of financial ratios including gross margin dollars and gross margin %.
5. Good understanding of both personal computer operations, Microsoft Office, and TIMS Computers Unlimited system.
6. Must be able to drive a fork lift.
7. Have the ability to lift 100#.
8. Must have or be able to obtain a Class B CDL, with HAZMAT & air brakes endorsement.

EQUIPMENT UTILIZED:

1. Forklift
2. Hand trucks
3. Various hand tools
4. General office equipment— Computers, copiers, faxes, etc.