



Earle M. Jorgensen Company

Position: Inside Sales Representative

Reports to: Inside Sales Manager/General Sales Manager

Grade: NE07

Classification: Non-Exempt

Job Description and Productivity Requirements:

The Inside Sales Representative is responsible for selling fabricated and non-fabricated steel to industrial establishments, utilizing knowledge of metallurgy and application of various metals. Working as an in-house salesperson requires answering incoming sales inquiries and providing services as needed. The Inside Sales Representative must obtain a variable number of customer orders from those phone calls according to daily goals established by the Inside Sales Manager.

- This is a full time position with a typical work shift of 8 hours.
- May include overtime as needed.

Qualification Requirements:

Certifications: None

Licenses: None

Education: Bachelor's Degree preferred

WPM: Not applicable

Other: Good communication and mathematical skills.

Essential Job Duties

- 25% The Inside Sales Representative is responsible for answering incoming sales calls, answering customer inquiries and taking sales orders.
- 25% The Inside Sales Representative is required to retrieve e-mailed or fax sales inquiries.

- 15% The Inside Sales Representative is required to determine prices and delivery Charges for the inquiry and e-mail or fax it back to the customer.
- 10% The Inside Sales Representative is required to use the computer to determine price and delivery costs. Also use the computer to research the sales history of the customer.
- 5% This employee is responsible for researching customer's delivery status.
- 5% This Sales Representative is required to provide customer information to the Test Department for issue of certificate.
- 15% The Inside Sales Representative is required to handle customer discrepancies complaints and try to resolve problems.

Non-Essential Job Duties

- The Inside Sales Representative may be required to keep records of daily incoming, los and transferred calls.
- The Inside Sales Representative may be required to process direct mail re-orders, orders that require special requirements (type, size), and coordinate processing, shipping and billing of the items.

Fundamental Job Elements

- Independent Decision Making is required in conjunction with handling customer complaints and with determining costs for orders.
- Concentration on job duties is Important; lack of concentration will result in problems in department or other areas.
- Working within Precise Limits of Accuracy is necessary.
- Interaction with General Public could be 3 to 4 hours during a normal work week.
- Interaction with Supervisor is required multiple times daily.
- Interaction with Co-Workers is critical to successfully completing job tasks.
- This position does not require exposure to the outside elements.
- Approximately 95% of work shift is spent in performing essential job duties, and 5% of work shift is spent performing non-essential job duties.