

**JOB TITLE:** Inside Sales Representative

**REPORTS TO:** Branch Manager

**DEPARTMENT:** Sales

**FLSA STATUS:** Exempt

**TYPE:** Full-time Commission

### **COMPANY OVERVIEW**

RAM TOOL distributes specialty construction materials to commercial construction companies. Everyone in our organization is in "sales," because a sale is more than a transaction: it is an interaction, one that leads to a prompt solution.

### **JOB DESCRIPTION**

#### **Objective**

Inside Sales Representatives are primarily responsible for accurately inputting sales data of commercial construction supplies generated by the Outside Sales Representatives into RAM TOOL's software system, SAP. An Inside Sales Representative is also responsible for maintaining relationships with RAM TOOL customers and vendors and following up with them to ensure ease of business flow among the companies. An Inside Sales Representative spends the majority of his or her time in an indoor office environment navigating SAP and communicating with the Outside Sales Team, customers and vendors, in addition to local and non-local branch personnel.

#### **Summary**

- Communicate consistently with Customers Outside Salesmen, Branch and Operations Managers
- Accurately enter sales data into RAM TOOL's computer software system, SAP, and perform other functions inside SAP
- Maintain customer and vendor relationships through consistent and reliable communication
- Perform all job functions with integrity and a sense of urgency
- No supervisory responsibilities
- Other duties as assigned

#### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions of this position:

- Communicates with Outside Sales Representatives via telephonic and electronic means regarding sales generated

## Essential Functions (cont'd)

- Input the sales data accurately into RAM TOOL's inventory management computer software system, SAP
- Generate add-on sales by anticipating other products that a customer may need but has not ordered yet
- Process quotes, credits, and returns for customers by creating various orders in SAP or Microsoft Excel
- Source material to find materials for customers that RAM TOOL does not keep in stock by reviewing vendor websites and catalogs, contacting vendors, and generating purchase orders in SAP for non-stock items
- Generate warehouse transfers for out-of-stock/sold material by calling other RAM TOOL branches to determine which branch has the inventory needed at the local branch; and, when found, creating warehouse transfer orders in SAP, and printing the orders at the source branch in order to have the inventory delivered to the local branch
- Show inventory to customers in the branch showroom
- Occasionally deliver small products that usually weigh less than 25 pounds to customers' job sites or offices in your personal vehicle

## Physical Demands

An employee must meet the following physical demands in order to effectively execute the essential functions of this job:

- Must be able to communicate verbally, in writing, and through telephonic and electronic means
- Must be able utilize computer hardware and software and mobile technologies
- No lifting is required

## Requirements/Qualifications

- Bachelor's degree or 2 year degree (although additional industry experience may be considered in lieu of degree)
- Excellent computer skills
- Must have the capability to adeptly operate RAM TOOL's computer software system, SAP and the Microsoft Office Suite (Word, Excel, Outlook)
- SAP Experience a plus, willingness to learn and use SAP is required
- Strong customer service skills
- Must perform work accurately and with a sense of urgency and integrity while paying strict attention to detail
- Must pass Drug/ Alcohol screen and background check

## Work Environment

- The work environment is a fast-paced dynamic office environment linked to a showroom and occasional warehouse. Inside Sales Representatives typically work in an indoor, temperature-controlled office environment and often sit at counters or on a stool in a showroom at the branch. This role routinely uses standard office equipment such as computers, phones, scanners, and photocopiers.
- Occasionally, this position requires exposure to non-temperature controlled warehouse areas with hot and cold conditions consistent with the local climate of the various branch locations, dust, dirt, fumes and odors.
- RAM TOOL's regular hours of operation are 7:00 a.m. to 5:00 p.m. Monday through Friday. Particular work schedule for this position is determined by the supervisor.
- Overtime and possible weekend work necessary
- This position requires no overnight travel.

## Success Characteristics

- Heroic Service
- Integrity
- Sense of Urgency
- Maximizing Talent
- Win Through Relationships
- Strict Attention to Detail
- Strong Work Ethic
- Positive, Upbeat, and 'Can Do' Attitude
- Dynamic Problem Solver
- Excellent Communication Skills
- Strong customer service skills

**Note:** This job description is intended to provide a summary of the required responsibilities of the employee for this position. It is not intended to include a comprehensive listing of *all* of the activities and responsibilities of the position. RAM TOOL may change this job description at any time with or without notice. This job description does not constitute a contract of any kind.

## EEO Statement

RAM TOOL provides equal employment opportunity for everyone regardless of race, color, national origin, religious persuasion, creed, sex, age, pregnancy, marital or parental status, sexual orientation, gender identity or expression, genetic information, citizenship, political affiliation, veteran or military status, disability, or any other characteristic protected by law. RAM TOOL complies with all federal, state, and local laws governing nondiscrimination in employment in every location in which it has branches.