

Job Description: Inside Sales Rep



Reports To:

Branch Manager/President

Job Description:

The Metal Panel Systems Inside Sales Representative serves as the front lines of Customer Service Operations: This position involves accurately taking incoming calls, creating sales orders, counter sales and purchasing. The Inside Sales Representative will be responsible for handling a high volume of customer inquiries promptly and effectively in a fast-paced, team-oriented environment, while maintaining strict communication with the production staff, while placing high emphasis on customer service. The Inside Sales Representative will be responsible for developing new leads, communicating with customers, listening to and understanding their needs, and ensuring a smooth sales process from inception to completion. You should be able to close sales and meet targets.

Core Competencies:

- Clearly Communicating with customers through active listening skills.
- Work hours 7:30AM – 4:30PM M-F
- Understanding customers' needs and identifying sales opportunities.
- Answering potential customers' questions and sending additional information per email.
- Creating and maintaining a database of current and potential customers within ERP.
- Explaining and demonstrating features of products and services.
- Upselling products and services.
- Closing sales and achieving sales targets assigned by the President.
- Exceed customer expectations by offering professionalism through all aspects of a transaction
- Understand basic mathematical functions including but not limited to conversions.
- Be familiar with products and services offered by MPS.
- Answer phones, answer inquiries and create sales orders and quotes for MPS customers.
- Communicate clearly with other team members
- Issue accurate POs when necessary.
- Provide any necessary backup paperwork to the production team.
- Inform management of inventory discrepancies.
- Inform customers of alternative items stocked by the company.
- Respond swiftly and courteously to customer complaints or inquiries.
- Capture customer information, including addresses and phone numbers, for future follow-up

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- Build rapport with customers and MPS staff through friendly, professional and engaging communication
 - Must demonstrate sheet metal roofing knowledge with keeping customers as the point of focus
 - Other Duties as Assigned

KPIs:

- Order Accuracy
- Defects
- Quote Conversions
- Account Growth (on Assigned Accounts)
- Attendance