

MOELLER AND WALTER, LTC
Job Description

Job Title: Inside Sales Representative

Supervisor: Owners

Employee:

Job Summary:

The Inside Sales Representative works directly with the customer to perform a wide variety of tasks.

These tasks routinely place the Inside Sales Representative in direct contact with the customer, therefore a strong awareness and appreciation of customer requirements is necessary.

As part of the management team, the Inside Sales Representative is required to help promote the long range ideals, goals and objectives of Moeller and Walter.

Primary Duties and Responsibilities:

- Specific duties: Develop and meet individual sales targets.
- Develop new accounts. Make face-to-face sales calls.
- Personally perform job site follow up.
- Perform a lead role in the development and closing of sales projects of all types.
- Estimate projects such as new homes, additions and remodels, to include siding, roofing, steel coverings, decks, garages, windows, door replacements.
- Assist management in the development of overall new sales and product strategies.
- Project future yard stock needs.
- Order yard stock and materials under the supervision of the Owners.
- Oversee the preparation and approval of monthly statements to assure accuracy.
- Accurately order non-stock special order products for individual projects. Confirm final product selections with the customers prior to ordering, explaining to those customers Moeller & Walter's non-return policies. Send written acknowledgments to customers when appropriate. Insist on receiving a timely order acknowledgment from all vendors. Carefully review all order acknowledgements in time to make corrections if needed.

Track all invoices for all orders to ensure proper pricing from vendors. Make certain that all products ordered specifically for projects are charged accurately to the proper accounts, including all applicable freight cost.

- Customer Relations: This position requires frequent and direct contact with Moeller and Walter customers. The position requires the ability to satisfy customer requirements relating to choice of material, availability, quality, quantity, delivery and return.
- The Inside Sales Representative must stay in touch with the sales region at large to anticipate new business opportunities, then make them known to the Owners.
- Discuss major issues of any nature with the Owners.
- Conduct him/her self in a helpful, positive and professional manner to convey the best possible image of Moeller and Walter to the customer.
- Assist front desk person when necessary by greeting customers and taking orders.
- Assist in the design and modification of displays. Keep offices and display areas neat, clean and orderly.
- Perform other miscellaneous tasks that become necessary such as reconcile daily cash report, price tickets, answer phones, and convey messages.

General Duties and Responsibilities:

- Maintain good communication with customers and vendors to keep abreast of modern materials and building techniques. Stress accuracy and timeliness of all customer requirements.
- Follow through with Administrative Assistants and the Yard Forman to assure delivery, price and billing as promised.
- Contribute ideas for the display areas on a regular basis. Assure all staff members keep offices and display areas neat and orderly at all times.
- Be mindful of safety and security measures at all times and obey all rules especially when entering yard areas.
- Set a good example for all employees by maintaining good personal deportment, friendly attitude, neatly groomed appearance and professional attitude at all times.

Required Knowledge, Skills and Abilities:

- Must have in-depth knowledge of the latest building materials of all types, the latest construction techniques and be able to provide creative ideas to customers when assessing their needs.
- Must be able to do basic designs and instruct the Graphic Designer in preparation of final designs.
- Maintain ownership of all work assistance performed by the Graphic Designers by checking all of their work for accuracy prior to presenting that material to the customer or the placing of any orders.
- Must have in-depth understanding of measurements and dimensions and the ability to calculate sizes, measurements and dimensions.

- Ability to read, write, and follow written and verbal instructions in English and also communicate verbally and in writing. Must have general language skills adequate to read and interpret various documents such as delivery and return tickets, safety instructions and warnings, operating and maintenance instructions, and procedure manuals, and price book entries.
- Must possess the ability to make sound business judgments and decisions.

Work Environment:

- The Inside Sales Representative will perform most tasks in a typical office or display room environment.
- Your daily duties shall be performed always mindful and respectful of co-workers. Maintain a minimal amount of disturbance to those working around you. Daily workloads are constantly changing. Don't allow your downtime to affect the ability of those around you to do their job.
- The Inside Sales Representative is occasionally asked to perform special duties of all types such as assisting with community sponsored events, company special events, special company sales opportunities, and customer support functions.
- Occasionally may be asked to attend educational classes and or seminars away from Moeller and Walter. These educational opportunities may involve an overnight stay away from home. Compensation for these events will be based on an 8 hour day unless otherwise agreed upon before hand. These opportunities will be presented a sufficient time in advance for personal issue arrangements to be addressed.
- This position requires careful observation of health and safety rules to include periodic visits to the yard where certain health and safety rules must be followed at all times.

Special Qualifications or Certifications Required:

- Three to five years direct experience in the building and construction trade, or equivalent.
- Possession of or able to obtain a motor vehicle operator license.
- Safety instruction certificates as required.
- A high school diploma or equivalent. A two year associates degree in a related architectural or construction field is preferred but not mandatory.

I have read and understand the above job requirements.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____