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| JOB TITLE: | Inside Sales Equipment Specialist |
| DEPARTMENT: | Equipment Parts & Service Group |
| JOB GROUP: | Exempt |
| REVISION DATE: | April 24, 2017 |

JOB SUMMARY:

Inside sales specialist focused on customer service and moving sales forward for the equipment parts & service group. Responsible for generating new sales opportunities via phone, email or other electronic communication. Respond to customer order and quotation requests received via outside salesperson, telephone, email, written or CRM (SalesForce).

REPORTS TO / SUPERVISION RECEIVED:

- 1) Manager : GM – Equipment Parts & Service
- 2) Supervisor : Import Specialist

ESSENTIAL DUTIES/RESPONSIBILITIES (but not limited to)

- Equipment department inside sales. This will include support of sales information organization in CRM (SaleForce)
- Responsible for generating quotation detail and provide pricing (quote generation) for all areas of equipment department portfolio
- Adherence to and maintenance of ISO protocols and documentation as required
- Procures and maintains Equipment inventory (EQUI). Monitors to optimize inventory turns
- Tracks open sales orders and performs follow-up to ensure timely shipment of materials and customer satisfaction
- Resolves customer service issues.
- Maintains strong working relationships with outside sales team
- Inside technical salesperson for Equipment Promote Equipment to House Accounts
- Understand customer needs and requirements
- Maintain accurate quote report files

Describe the physical requirements in terms of the physical activity and degree of strength, flexibility and agility required and the frequency and duration of the effort that must be exerted. This requirement should not be ignored and applies to both sedentary and non-sedentary positions:

| Analysis of Physical Demands | | | | | |
|-------------------------------------|----------|----------|--------------------------------|----------|----------|
| Key (Based on typical week): | | | | | |
| R=Rarely | | | | | |
| O=Often | | | | | |
| Activity | R | O | Activity | R | O |
| <i>Lifting/Carrying</i> | | | <i>Twisting/Turning</i> | X | |
| Under 10 lbs. | | X | Reach over shoulder | X | |
| 11-20 lbs. | X | | Reach over head | X | |
| 21-50 lbs. | X | | Reach outward | X | |
| 51-100 lbs. | X | | Climb | X | |
| Over 100 lbs. | X | | Crawl | X | |
| | | | Kneel | X | |
| <i>Pushing/Pulling</i> | X | | Squat | X | |
| Under 10 lbs. | | | Sit | | X |
| 11-20 lbs. | | | Walk-Normal Surfaces | | X |
| 21-50 lbs. | | | Walk-Uneven Surfaces | X | |
| 51-100 lbs. | | | Walk-Slippery Surfaces | X | |
| Over 100 lbs. | | | Stand | X | |
| | | | Bend | X | |
| <i>Driving</i> | X | | | | |
| Automatic Trans | | | | | |
| Standard Trans | | | | | |
| | | | | | |
| <i>Other</i> | | | | | |
| Keyboard/Ten Key | | X | | | |
| Fingering (fine dexterity) | X | | | | |
| Handling (grasping, holding) | X | | | | |
| Repetitive Motion - Hands | | X | | | |
| Repetitive Motion - Feet | X | | | | |

Physical Job Description

Typical Working Conditions: (Describe environment including exposure to heat, cold, fumes, chemicals, allergens, mold, etc.)

- Office environment.
- Warehouse environment

Equipment Used: (List all manual and automated equipment used in the course of performing essential functions.)

- Use of various office machines, such as computers, scanners, faxes, printers, etc.
- Training available for fork lift operation.
- Warehouse tools

MINIMUM JOB REQUIREMENTS:

- Ability to prioritize multiple tasks, work effectively under stress, meet short deadlines, and take direction.
- Use of CRM/SF, MS Office suite & MS Dynamics NAV
- Strong written and interpersonal skills
- Ability to perform assigned duties with minimum supervision
- Proven inside sales experience
- Basic understanding of common beverage process operation, mechanical and electrical
- Ability to manage, shelves, racks and large packages/crates to access products

The above statements are intended to provide the general nature and level of work being performed by employee. They are not intended to be an exhaustive list of all responsibilities, duties, skills required by all employees. Employees may perform other duties assigned. In addition to above, all Scott Laboratories employees are expected to:

- promote teamwork and cooperative effort
- help train and give guidance to Scott Laboratories employees
- maintain a clean, safe and unobstructed work area and practice good safety habits
- provide customers with highest quality products and services
- understand and apply quality improvement processes

I have read and understand the above described **JOB DESCRIPTION** of **Inside Sales Equipment Specialist** and I hereby accept the responsibility for performing these duties to the best of my ability.

Employee's signature

Date

Print Employee Name

Supervisor's signature

Print Supervisor's Name