

REOTEMP JOB DESCRIPTION

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| JOB TITLE: Inside Sales Representative (ISR) | EFFECTIVE DATE: August 26, 2015 |
| REPORTS TO: Sales Manager | POSITION TYPE: Full Time |
| LOCATION: San Diego, CA | HR CONTACT: jobs@reotemp.com |

Job Summary

Reotemp Instruments, a manufacturer of industrial temperature and pressure instrumentation products, is seeking an experienced inside sales representative (ISR) in San Diego, CA. Under the Sales Manager's supervision and guidance, the ISR is responsible for serving the needs of Reotemp customers in a variety of ways. This includes responding to questions on products and orders, gathering and providing information by telephone or email, quoting products and services, following-up and closing sales. These activities may be performed independently in response to direct inbound customer queries or indirectly by assisting Reotemp field sales staff in serving their customers and prospects. The ISR may at times also help with order entry, purchasing and a variety of sales department activities, projects and logistics.

Primary Job Duties

- Fully understand and support all Reotemp temperature and pressure products and their use in a variety of applications. Understand various markets/industries to appropriately sell Reotemp products;
- Ability to process customer inquiries in various forms, from project quotes with instrument data sheets to phone conversations;
- Closely team with field sales in developing and growing business in the assigned territory, including some field sales calls to expand experience and cultivate specific geographic areas;
- Provide timely response to customers directly, or as needed coordinate, manage, monitor and follow-up the successful hand-off to other Reotemp staff members;
- Configure and provide Reotemp model numbers for customer-selected products, quote price and availability, calculate shipping, special charges, etc., as may be required;
- Prepare written quotes and keep complete and accurate records per Reotemp procedures;
- Address all customer questions regarding Reotemp products and services; check order status, respond to change orders, resolve customer complaints;
- Assist customers in identifying Reotemp products or services that most closely match their needs;
- Follow up on outstanding quotes, resolve issues, overcome objections, and close sales;
- Follow up on customer orders, take responsibility for customer satisfaction and exceeding customer expectations;
- Maintain customer records in CRM and accounting systems in a timely and accurate manner.

Qualifications

We are looking for an Inside Sales Representative with an eagerness to learn new things, a passion to problem solve, and a natural instinct for customer service. He or she will have the ability to manage and prioritize multiple tasks while having a sense of urgency in responding to customers. The ideal ISR will have the following skills and qualifications:

- Candidate must have an associate's degree (or higher level education).
- Prior inside sales and/or customer service experience in an industrial sales environment. Prior experience in the industrial instrumentation market is a plus.
- Aptitude for mechanical principles and devices;
- Strong communication and interpersonal skills in providing outstanding service, directly and through coordinating appropriate resources.
- Ability to work with minimal supervision;
- Strong organizational and time management skills;
- Excellent written communication skills;
- Computer literacy (experience in using business automation systems and Microsoft office products).