



## Job Description Title: Inside Sales Representative

The Ulven Companies Vision: To become a leader of innovative, value-add OEM technology and engineered solutions that support our customers and industries

**Position:** Inside Sales Account Representative

**Reports to:** VP Sales and Marketing

**Purpose:** To provide existing or new customers with information as required. Work with VP Sales and Marketing to provide accurate and timely information to customers.

### Responsibility:

- Accountable for receiving and handling phone or electronic inquiries from customers in a prompt and professional manor
- Accountable for taking and entering customer orders accurately into Epicor for production
- Provide timely and accurate information such as product technical data, pricing, scheduling, shipment and delivery data to the customer and Ulven Companies VP Sales and Marketing as required
- Work with VP Sales and Marketing and team to support customer needs
- Promptly work to resolve any customer issues or complaints
- Accountable for directing requests and unresolved issues to the designated resource within the Ulven Companies. Communicate and coordinate with internal and external customers, interface with expeditors, credit, product standards, warehouses, plant personnel to check deliveries on orders and quotes.
- Responsible for keeping records of customer interactions, transactions, etc. in Epicor
  - Record details of inquiries, comments and complaints
  - Record details of action taken (Customer Visit Report)
- Work with new or existing customers to review products and services that can be provided by the company
- Occasionally travel to trade shows or customers as required
- Create and effectively deliver professional sales presentations to customers daily
- Liaison between the company and customer providing vital information as to new products, services, pricing and or customer orders
- Create new company opportunities through new accounts (cold calls) or new business from existing customers
- Work with customers on the explanation of tooling costs, lead-times and piece-part pricing
- Maintain a professional attitude with the customer in adverse situations, representing the company in a positive manor
- Arrange calls between the company and customers monitoring calls to ensure both parties concerns are addressed
- Track customer quotes with a target of not greater than 3 business days
- Follow-up on trade show or business card information within one week of receipt
- Return customer calls promptly
- Ability to provide product quotations in a timely manner

### Authority:

- Prioritize and responds to customers calls
- Represent the company at customers visits and trade shows as required
- Responsibly entertain clients at lunches and dinners
- Responsibly schedule flights and hotel accommodations as required

### Performance Measures

- Revenue expectation of \$500k month-over-month (averaged out annually)
- Grow customer accounts year-over-year by 10%
- Answer/return any customer call within one business day
- Advise customers of scheduled order changes when required, document and track
- Ability to bring on three new accounts that fit our company capabilities



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### Qualifications:

- Legally able to be employed in the United States
- Bachelor's Degree in Business, Marketing, Sales or related field or 2 years' experience preferred
- Familiar with Business to Business (B2B) and Business to Consumer (B2C) concepts
- Understand and able to use Microsoft Office Suite (Word, Excel, PowerPoint)
- Must read, write, speak and understand English language
- ERP system knowledge (Epicor preferred)
- Must pass pre-employment drug screen
- Good driving record

### Essential Physical / Cognitive Job Functions:

- Prompt and regular attendance at an assigned work location
- Ability to work shifts of at least [8] hours, and occasionally longer, [5] days per week
- Ability to stand for prolonged periods
- Ability to lift and carry objects weighing up to [50] lbs.
- Ability to interact with employees and customers in an appropriate manner

**This is an exempt, salaried position**

**Offer subject to passing a drug test**