



**TRISTATE  
ARMATURE**  
*Electricity at Work*  
*Since 1920*



## JOB DESCRIPTION

POSITION TITLE: INSIDE SALES

NORMAL WORKING HOURS: 7:30 a.m. – 4:00 p.m. (30 min lunch)

FUNCTIONS OF POSITION: Inside Equipment Sales and Purchasing

### DUTIES/RESPONSIBILITIES:

- Provide quotations to customers for equipment sales
- Answer telephone and handle customer calls regarding equipment sales
- Purchasing for equipment sales
- Invoice entry for all equipment sales orders
- Assist with processing of ingoing and outgoing RMA requests for sales order returns
- Provide constructive input to management on competitive pricing and inventory requirements through market research, customer feedback and system tools
- Make profitable pricing decisions based on market feedback and system tools
- Assist with counter sales and inventory management as needed
- Develop relationships with key vendors to deliver exceptional service at competitive market levels to customers
- Participate in sales and product training thorough local sessions, completion of online e-learning courses, and off-site/out-of-town vendor training classes when approved by management
- Provide inside support for outside salesmen
- Conduct calls and follow up in conjunction with outside sales account representatives
- Perform other duties as assigned by manager

### QUALIFICATIONS:

- Strong customer service skills and ability to communicate with customers and employees through written and phone communications
- Some electrical sales experience preferred (motors, drives, lighting, construction material, controls and switchgear)
- High school diploma, with some college preferred
- Excellent computer and data entry skills
- Attention to details
- Ability to multi-task
- Good oral and written communication skills

EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE