JOB DESCRIPTION

JOB TITLE: Sales Associate for the Corporate Sales Department. (Full Time)

LEVEL OF PERFORMANCE: Entry

GENERAL STATEMENT OF DUTIES: This position functions as a primary contact with Webco’s customers with responsibility for marketing and selling Webco products and services. Performance expectations for an Entry Level Sales Associate are obtaining general knowledge of technical terminology used in the course of the essential duties, basic understanding of entering sales orders and answering customer inquiries, understanding the basic functions of the SAP system and providing basic customer service functions. This position works with close supervision to ensure accuracy and that appropriate business decisions are made.

SUPERVISION RECEIVED: Reports directly to the Market/Product/Sales Manager or Commercial General Manager

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Must be able to work a minimum of 8 hours per day on a regular basis. May require additional hours of work on occasion, as required. Requires prolonged periods of sitting. Requires corrected vision and hearing to normal range. Requires prolonged periods of monitoring computer screens and displays. Utilizes a variety of hand positions to repetitively manipulate keyboard and mouse. Position requires occasional, prolonged periods of standing and walking distances of up to 2 miles in a manufacturing facility. Job has the potential of being fast paced and the ability to deal with stress is essential.

TYPICAL WORKING CONDITIONS: The Sales Associate primarily works in an indoor office environment at our Corporate location. This environment is typically temperature controlled and clean, with normal air contaminants, such as dust, typically found in an office environment. As necessary, travel and after hour’s customer engagements may be required.

EXAMPLES OF ESSENTIAL DUTIES:
• Coordination and management of communications (written and verbal) between Webco’s customers and the Company;
• Understanding the needs of Webco’s customers and coordinating Webco’s resources to meet the customer requirements;
• Identifies customer value and helps to align the company’s resources to deliver this value.
• Develops and executes appropriate value capturing strategies and tactics
• Customer inquiry development – ability to develop customer inquiry into firm orders;
• Customer order entry and customer file maintenance;
• Determine customer’s quality specifications, pricing and delivery schedule information;
• Interacts with multiple Webco departments to ensure smooth flow of orders;
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- Ensure continuity from sales order to shipment to customer location.
- Understanding Webco’s mission, goals, objectives, organizational structure, and product base;
- Understanding Webco’s production capabilities and interpreting their relative value to the market;
- Gathers, interprets, and applies market and competitor information in order to effectively manage their assigned sales territory;
- Ability to work in a team approach to Sales and customer service for both new and existing customers with an emphasis on creative and innovative solutions to customer satisfaction.
- Proficient written and verbal communication skills – must be able to communicate in a professional manner;
- Strong math skills;
- Ability to read and follow complex instructions;
- Computer literate – able to proficiently use Word, Excel, and SAP, SharePoint and PowerPoint.

PERFORMANCE REQUIREMENTS:

1) Knowledge, skills and abilities: Ability to deal with stress and get along with co-workers and supervisors. Ability to read and speak English is required. Must be able to communicate effectively with people outside our company and internally within all levels of management and all departments. Must have excellent written skills in order to document. Regular attendance at work and punctuality are essential job functions. Additionally, must be willing to be on call and work after hours occasionally if a business necessity arises.

2) Education: Bachelor’s Degree in Business, Marketing or Engineering preferred.

3) Experience: 0-1 year previous experience in Marketing and Sales or Customer Service in metals manufacturing environment a plus.

4) Equipment: Computer, keyboard, mouse, variety of software – including Word, Excel, Outlook, SharePoint, SAP and PowerPoint.

NOTE: MEETING THE PHYSICAL DEMANDS, ESSENTIAL DUTIES, PERFORMANCE REQUIREMENTS, ATTENDANCE AND WORKING HOURS ARE ESSENTIAL JOB FUNCTIONS FOR ALL SALES ASSOCIATES.