

Job Description – Inside Sales Supervisor

Reports to: Operations Manager or General Manager

Supervises: Inside Sales and Order Entry

Job Function: Primarily responsible for the coordination of inside sales staff responsibilities, paid time off and liaison between management and staff. Additionally, responsible for interfacing with customers and manufacturers to meet the needs of our distributors and end-users. Will have manufacturer responsibility as an inside salesperson as well.

Key Responsibilities:

Assigned Tasks

- Help and supervise inside sales and order entry departments.
- Ensures all manufacturer billing is accurate and completed in a timely manner for assigned manufacturers. Work with Inside Sales, FRM leadership and manufacturers to resolve issues quickly.
- Determine product and service needs of customers – resolve conflicts; provide solutions.
- Communicates professionally and effectively with distributor customers, manufacturers, and FRM sales team via phone, email, and in person. Leads by example.
- Ensure timely and accurate entry of quotes and orders. Help establish policy and procedure changes to improve customer experiences and internally efficiency.
- Responds to distributor customer, manufacturer, and FRM sales and management requests timely and accurately.
- Has a working understanding of inventory and quotation systems used by FRM manufacturers.
- Demonstrates a complete understanding of the products FRM sells and the manufacturers we represent.

Commitment to Continuous Growth

- Seeks to grow in understanding of all product lines we represent. Quickly gets up to speed on new lines and systems/processes required.
- Strives to grow in understanding of the role an electrical manufacturer's representative plays in our industry.

Qualifications:

Required Skills and Personal Attributes

- Builds and sustains both internal and external relationships – friendly and responsive.
- Acts with integrity – inspires trust and open communication.
- Demonstrates a professional image and demeanor.
- Takes initiative and is accountable for actions and results – committed to excellence.
- Holds others accountable – leads by example.
- Possesses a sense of urgency.
- Strong verbal and written communication skills.
- Good problem-solving and time management skills.
- Strong attention to detail and accuracy.
- Persists in the face of difficulties.
- High stress tolerance.

Required Knowledge

- High school diploma or equivalent.
- Distribution or manufacturer sales or management experience is a preferred. B.S or B.A in a related field is a plus.
- Knowledgeable in Microsoft Office products - Outlook, Word, Excel.