JOB DESCRIPTION

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| **TITLE:** | Inside Sales Associate | **DATE:** | 9/2015 |
| **REPORTS TO:** | VP Client Care | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | Customer Service | **MGT/SPVR:** | No |

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**SUMMARY**

The Inside Sales Associate is responsible for accurate and timely quotes/orders and management of all small orders of product generated from walk-ins, call-ins, the Pivot website and requests handed over from Pivot account executives. Provides prompt communication with vendors, project management team and clients from inception through completion of projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Actively contacts dormant accounts to re-engage business and sell products or services.
* Receives leads and contacts clients as appropriate.
* Promotes and sells services to existing clients.
* Conducts product demos to all visitors. Identifies their needs and prepares information for quoting as needed.
* Attends all sales meetings and vendor product presentations.
* Determines client needs and accurately creates and verifies specifications then calculates discounts.
* Creates small order quotes for clients.
* Enters orders into operations database.
* Provides clients with updates and confirmations.
* Verifies orders and coordinates scheduling with clients and vendors.
* Supports project management for warranty ordering, shipment tracking, reimbursements, follow up, etc.
* Processes invoicing and follows up on orders.
* Establishes and maintains good client relationships.
* Other duties as required.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*.

**EDUCATION and/or EXPERIENCE**

Requires a high school diploma or GED plus Bachelor’s fegree and at least 5 years of related experience;or equivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Microsoft Office products, CAP and Z-Axis.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information, verbally and in English, in one-on-one and small group situations to customers, clients, vendors, and other employees of the organization.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization may exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; and use hands and fingers to operate a computer keyboard, mouse, and telephone keypad. The employee is occasionally required to reach with hands and arms and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.