



JOB DESCRIPTION

Job Title: INSIDE SALES REPRESENTATIVE

Department: Sales

Date: February 28, 2025

Reports to: Director of Sales & Business Development

FLSA Status: Exempt

Job Summary:

The primary purpose of this position is to support the Company's sales growth by leading and managing new and existing small and medium-sized customer accounts within the United States.

Essential Functions:

- Maintain and develop existing and new customers to optimize service, margin, sales growth, and customer satisfaction.
- Respond to and follow up with sales inquiries and leads.
- Understand the entire Aexcel product portfolio and capabilities to make appropriate product recommendations.
- Coordinate production priorities with the manufacturing support team and prioritize customer order release.
- Manage, report, and forecast product/service mix, pricing, and margins according to company policy.
- Research, manage, prepare, and submit Traffic Safety Product bids.
- Monitor and support current market and competitor trends.
- Use of the company's CRM software to manage accounts, contacts, leads, and opportunities.
- Attend trade shows and/or customer locations as needed.
- Provide support and backup to the Sales Support Specialist.
- Provide support to outside sales personnel and management.
- Other duties as assigned and required.

Qualifications:

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

**Skills / Abilities:**

- Proven experience in a sales role.
- Demonstrate knowledge of specification-based selling.
- Excellent written and oral communication, collaboration, and delegation skills.
- Proven ability to develop and maintain forecasts.
- Ability to motivate people about Traffic Safety and Industrial Products.
- Strong working knowledge of value-based relationship selling.
- Proficient in Microsoft Office Suite or related software.
- Comply with all safety policies and procedures, regulatory requirements, and company policies.
- Strong math and/or basic accounting knowledge.
- Maintain a safe, neat, and orderly work area in accordance with all safety and environmental regulations.

Education / Experience:

- High school diploma or GED equivalent *REQUIRED*.
- Minimum one (1) to three (3) years experience inside or outside sales role *REQUIRED*.
- Coatings Industry experience *REQUIRED*.

Physical Requirements:

- Ability to frequently stand, sit, use hands and fingers, reach with arms, talk, hear, and walk.
- Ability to occasionally travel within the United States.
- Ability to occasionally lift and/or move up to 60 pounds.

Travel Requirements:

- One (1) to four (4) days travel, including overnight, within the United States as assigned and required, two (2) to four (4) times per year.

Certifications:

- Valid driver's license and no major driving violations.

Work Environment:

While performing the essential functions of this job, an individual will primarily be sitting at a desk in an office setting (controlled climate) using standard office equipment, including a computer, fax machine, printer, scanners, copy machine, and phone. The noise level in the work environment is usually low to moderate.

Work Schedule:

This position is full-time, Monday through Friday, 8:00 am to 4:30 pm EST.

Adjustments may be needed for time zone changes, customer schedules, travel, and industry events.



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Supervisory Responsibilities:

None

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change, or other duties may be assigned at any time, with or without notice.