



## Job Description

**Job Title: International Inside Sales Representative**

**Job Family:**

**Job Sub Family:**

**Job Code:**

**Reports to: Inside Sales and Support Manager**

**FLSA Status: Non Exempt**

**Effective Date: 05/02/16**

### Position Summary

To sell products and provide primary inside contact for a group of Independent Sales Representatives and customers assigned by geographic regions or products. The ideal candidate will also demonstrate the desire and ability to identify business needs, areas of improvement and objectives through research and data backed decision making that will empower them to make recommendations on appropriate business initiatives. Based in Carnegie, PA (a southern suburb of Pittsburgh), this position will report to the Inside Sales and Support Manager.

**Essential Duties and Responsibilities** include the following:

- Provide customers, Independent Sales Representatives and distributors with technical information
- Build and maintains customer relationships
- Follow up on quotations and projects to secure orders
- Track quotations
- Handle inbound sales lead calls in order to convert calls into sales
- Overcome technical and business objections of prospective customers
- Emphasize salable features, quotes, prices and credit terms and prepares sales orders
- Estimate date of delivery to customer, based on knowledge of own firm's production and delivery schedules
- Assure that the specifications and Terms and Conditions of a sale are priced correctly, are included in the quotations and are included in the Order Write-up and are part of the Bill of Material
- Review specifications and Terms and Conditions of Sale at proposal stage
- Arrange for any special order to be entered and fully executed
- Investigate and resolve customer problems and deliveries
- Keep EPICOR data base up-to-date and accurate
- Contribute to Sales Forecast for assigned region
- Perform other duties as assigned

### Supervisory Responsibilities

This position does not have any supervisory responsibilities.

### Education

Bachelor's degree (B.S./B.A.) or equivalent from a college or university in related field.



## Skills/Experience

- Positive attitude
- Demonstrate a high level of energy, drive, enthusiasm, initiative, commitments and professionalism.
- 2+ years of sales experience
  - Previous valve sales, process equipment sales and technical experience is preferred
- Bilingual is highly desirable (Ability to speak Chinese Mandarin, Japanese, or other Asia-Pacific language, Spanish)
- International business experience/exposure is highly desirable
- Strong telephone skills is a must
- Ability to work proficiently on a cross functional team to achieve project goals
- Excellent time management, communication (verbal and written), Customer service, and interpersonal skills.
- Highly organized and able to manage multiple projects simultaneously
- Proficient in reading and interpreting Customer specifications.
- Technical aptitude and familiarity with manufacturing processes
- High level of proficiency with Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Access)
- Excellent people, problem-solving, negotiation, and facilitation skills.
- Must be a self-starter with the ability to work autonomously as well as part of a team.
- Ability to understand and follow written and oral instructions, with acute attention to detail
- Flexibility to adapt to deadlines, changing schedules, priorities, and unpredictable events within a fast-paced manufacturing environment
- Ability to adapt to unfamiliar processes and situations with minimal review/supervision

## Travel

Some travel will be required (less than 10%).

## Core Competencies

- Creativity
- Perspective
- Business Acumen
- Drives for Results
- Hillenbrand Operating Model
- Team Player
- Sound Decision Making
- Promotes Diversity
- Motivates Others
- Develops Others\* (managers only)
- Communication
- Humility



## Physical Demands

To perform this job successfully, the physical demands listed are representative of those that must be met by an employee. 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, stand, walk, use hands to handle and feel, reach with hands and arms, talk and hear.

**DISCLAIMER:** The above information on this job description has been designed to indicate the general nature and level of work performed by the employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of any employee assigned to this job. Nothing in this job description restricts management's right to assign duties and responsibilities to this job at any time.

**Equal Employment Opportunity Employer: Female/Sexual Orientation/Gender Identity/Minority/Veteran/Disabled**

<b>ACKNOWLEDGED AND UNDERSTOOD BY:</b>	<b>DATE:</b>
_____	_____
Employee	

<b>Approved By:</b>	<b>DATE:</b>
_____	_____
Supervisor	