
Position: North Region Inside Sales Rep (ISR) Position**Status:** Permanent, Full-time, 85% Salary and 15% Quarterly Sales Commission plus Benefits**Location:** Brookfield, WI**Immediate Supervisor:** North Region Business Development Manager (BDM)**Travel Requirements:** Estimated 5% within Southern Wisconsin Territories**Position Overview****Region ISR Position -**

The role is to grow sales by developing and maintaining value-added relationships with customers in the assigned sales region primarily by phone and email, but also in person at times. As the North Region Inside Sales Representative you will work with the appropriate Outside Sales Representatives to provide solutions to customers' needs - industrial applications, fluid systems, and developing new and existing accounts within a given territory. The specific customer or geographic focus will be determined by the North Region Business Development Manager.

Key Responsibilities:

- **Customer Inquiries and Leads** - Respond and follow up in a timely manner to all customers in assigned geography
- **Inside Sales Target Accounts** – the ISR is the lead sales contact for all non-OSR accounts in the assigned geography, but there will be a subset of those territory accounts which will be designated as ISR Target Accounts. The ISR target accounts are accounts we will expect - a more proactive approach to supporting by the ISR, more CRM updates and ability to forecast and meet sales objectives for those ISR Target accounts.
- **Quotes** - Review all incoming quotes multiple times daily for assigned accounts/geography and specifically investigate, update CRM/Quote notes as necessary and forward all Large Quotes (greater than \$10K) to appropriate OSR
- **Large Orders** - Review all large orders (greater than \$10K) for assigned accounts/geography and forward to appropriate OSR
- **Prospecting Accounts** – for assigned prospecting accounts – attempt to identify potentially strong Swagelok contacts, uncover and develop opportunities, and set up meetings for OSR and BDM
- **VMI** – for assigned Vendor Managed Inventory locations – as needed or as assigned; handle the counting, quoting, customer interaction, and replenishment (as needed) of customer VMI location
- **Use SAP B1 for assigned accounts/geography to**
 - Maintain and update relevant Customer/Contact information held in these systems.
 - Identify and input critical Opportunities (i.e. greater than \$10K) following the protocols for “Funnel Management”
 - Update and Add Appropriate information for CRM opportunities based on daily customer interactions
 - Update and add notes to Quotes/Orders as necessary
- **Forecast and Track Sales** for the assigned accounts/geography
- **Team Meetings** – participate and contribute for all North Region Team meetings
 - Collaborate effectively with all North Region sales team members on a regular basis.
- Plan and prioritize sales activities and customer/prospect contact towards achieving agreed business aims
- Maintain and develop existing and new customers



- Plan / carry out / support local marketing activities
- Monitor and report on market and competitor activities and provide relevant reports and information.
- Analyze, report, record and administer according to systems and requirements.
- Communicate, liaise, and negotiate internally and externally as appropriate
- Attend and present at external customer meetings and internal meetings with other company functions as necessary
- Attend training and work towards developing relevant knowledge, techniques and skills.
- Adhere to health and safety policies, and other requirements relating to care of self and equipment.
- Share success and best sales practices with peer groups.

Be present in the assigned regional Swagelok office – when necessary to be out of office get permission from BDM, update company calendar and arrange coverage or backup with the BDM

