



American Hose & Fittings, Inc. Job Description

Date : April 7, 2010

Job Title : Inside Sales Representative

Department : Sales

Reports To : Inside Sales Manager

FLSA Status : Exempt Non-exempt

Salary Range: \$36,000 - \$48,000 DOE

Summary: This person enters orders received by phone, e-mail, and fax, and provides technical product support for existing and potential customers. This person qualifies new accounts and follows up on sales leads provided.

Essential Duties and Responsibilities: Essential duties and responsibilities include the following. Other duties may be assigned. Enters orders received via telephone, fax, and e-mail that are directed to them or the order desk.

Answers the phone in a timely manner with good phone selling skills and provides customer support by providing technical product information and preparing and faxing, sending, or emailing quotes, order acknowledgements, samples, and supporting sales literature.

Makes outbound lead follow up calls to potential and existing customers by telephone and e-mail to qualify leads and sell products and services.

Continuously strives to maximize profitability on goods sold by classifying customers correctly, maintaining correct discounts, entering new part numbers accurately, and raising prices when possible or appropriate.

Estimates date of delivery to customer, based on knowledge of current inventory levels and supplier's availability and/or production schedule.

Builds and maintains customer's relationships.

Works with outside sales representatives to keep account activities and literature up to date.

Investigates and resolves customer problems with deliveries.

Works with purchasing, outside sales, counter, and warehouse personnel to coordinate timely delivery of goods to customers while minimizing any negative impact on our normal course of business.

Supervisory Responsibilities: none

Corporate & Mailing Address: P.O Box 688 Kent, WA 98035
19830 68th Ave S. Kent, WA 98032 253-872-8080 Fax 253-395-3410
Branch Address: 1121 NW 45th ST Seattle, WA 98107 206-789-1353 Fax 206-789-2328

Website www.americanhose.com e-mail sales@americanhose.com



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: High school degree mandatory, with College degree preferred. Experience in inside sales with industrial distribution, preferably fluid power components preferred. Familiar with industrial and hydraulic hose and fittings, especially Parker Hannifin a plus.

Mathematical Skills: The ability to add, subtract, multiply and divide required. The ability to calculate other functions, including calculating gross margin/profit preferred.

Computer Skills: Must be familiar with a personal computer and its functions, including a basic understanding of e-mail, the internet, Word, and Excel. Familiarity with Tribute or Profit 21 preferred.

Other Skills and Abilities: Must have a good work ethic and be empathetic to the needs of others. Must be a good listener with above average reasoning ability and make minimal mistakes. Must be a good learner whom can assimilate product knowledge and skills as they are presented.

Must display good time and task management skills, be able to multi-task, and keep an accurate calendar and tasks list current and up to date.

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. Must be able to climb stairs and lift up to 50 lbs safely.

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.

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