



Job Description

Job Title: Inside Technical Sales
Department: Customer Service
Reports To: Inside Sales Manager
FLSA Status: Exempt/Salary

SUMMARY

The primary responsibility of this position is to work with our customers, distribution channel, and Regional Sales Managers (RSM) to secure sales for the company.

REASONABLE ACCOMMODATIONS STATEMENT

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Minimum 3-5 years' experience in a technical support role.
- Associate degree in Technical Discipline preferred.

ESSENTIAL FUNCTIONS STATEMENT

- Provides timely response to requests for pricing and information received from customers and agents.
- Works closely with Application Engineer and Product Manager to ensure all quotation and technical requests are completed and responded to in a timely manner.
- Manages technical requirements based upon customers' specifications and data sheets.
- Works closely with RSM in managing distribution and Representative channels.
- Develops and maintains basic technical knowledge regarding SENSOR product line.
- Effectively utilizes SCG technical resources to resolve customer application questions and product issues.
- Processes purchase orders received from customers including commissions and part numbers generation process.
- Manages issuance of Return Material Authorization (RMA) numbers as required.
- Expedites open sales orders as required and works with Manufacturing Coordinator to convey expected deliveries.
- Works with Product Manager and Application Engineers to provide documentation schedules and submittals of documents for projects.
- Acts as liaison for product shipment data between customer and SCG Operations.
- Acquires primary account details for establishing new customers.

- Performs training of other personnel as required by supervisor.
- Assists RSM's in promoting progression of Opportunities through the Sales Cycle
- All other functions/responsibilities assigned by the manager.

REQUIRED SKILLS

- Self-motivated with excellent organizational skills.
- Must be detail oriented.
- Ability to handle multiple tasks and work well in time-sensitive situations.
- Position requires ability to work well with others, both inside and outside of SCG
- Requires knowledge of PC-based software, such as Microsoft Word and Excel as well as SCG's in-house business system.
- Basic (high school) language skills required.
- Basic (high school) mathematical skills required with ability to perform conversions of units of measure.
- Ability to compute rate, ratio, gross margin, and percentage.

POSITION QUALIFICATIONS

Competency Statements

- Personal Attitude and Integrity – Ability to display a positive attitude regarding work and co-workers.
- Judgment/Decision Making – Ability to make thoughtful decisions. Ability to accept accountability.
- Dependability – Ability to meet work standards and attendance requirements of the position.
- Quality – Ability to actively support SOR quality standards.
- Problem Solving/Implementation – Ability to deal with varying workload requirements, manages change effectively. Organizes tasks in a logical sequence and identifies resources required for work plans.

PHYSICAL DEMANDS

- Required to report to work punctually as scheduled and to work all scheduled hours and any required overtime.

Physical Demands

<u>O</u>	Stand
<u>O</u>	Walk
<u>F</u>	Handling/Fingering
<u>O</u>	Reach Outward
<u>O</u>	Reach Above Shoulder
<u>N</u>	Climb
<u>N</u>	Crawl
<u>N</u>	Squat or Kneel
<u>N</u>	Bend

Lift/Carry

<u>O</u>	10 lbs. or less
<u>O</u>	11-20 lbs.
<u>N</u>	21-50 lbs.
<u>N</u>	51-100 lbs.
<u>N</u>	Over 100 lbs.

Push/Pull

<u>O</u>	12 lbs. or less
<u>N</u>	13-25 lbs.

- N 26-40 lbs.
- N 41-100 lbs.

Other Physical Requirements

Ability to wear Personal Protective Equipment (PPE)

- N Respirator
- N Ear protection
- N Safety glasses
- N Steel-toed safety shoes/boots
- N Other (specify)

N (Not Applicable) Activity is not applicable to this occupation

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 33% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

The majority of work will be spent in an office environment (well-lit and environmentally controlled).

REQUIRED TRAINING

All required training is determined by the department supervisor and/or manager. Procedures critical to this position can be identified as such on the Department Training Matrixes which are in the Human Resources Department.

COMPANY STATEMENT

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors/managers as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.