

McComb Window & Door
Job Description

JOB TITLE: Inside Sales Trade Representative

DEPARTMENT: Order Acquisition—Outside Sales
FLSA STATUS: Exempt
TARGET BAND: Staff
REPORTS TO: Trade Sales Manager
LAST REVISION: Updated 1/13

SUMMARY: Assists assigned Trade Sales Reps in all phases of the Trade Sales process, while learning about Pella products, the building industry, sales process, and other related selling skills. The goal of the Inside Sales Rep is to eventually progress into an Outside Trade Sales Rep position in approximately two years.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed.

- Describes and demonstrates product in the showroom, customer home or jobsite using samples or catalogs, emphasizing features and benefits of Pella products.
- Obtains, updates, and demonstrates detailed industry, company, competitor, and product knowledge.
- Conducts take offs and sales quotes for blueprints obtained by their assigned Trade Sales Reps.
- Compiles lists of prospective customers for use as sales leads.
- Makes outbound lead calls to potential and existing customers by telephone and email to qualify leads for the Trade Sales Reps.
- Provides pro-active after-sales follow-up calls on behalf of the Trade Sales Reps to ensure positive and acceptable CSR scores.
- Obtains customer inquiries and complaints and provides them to the Trade Sales Rep for resolution.
- Informs existing and potential customers of the Trade Sales Reps of business changes such as product offering, pricing, or assembly options.
- Comprehends and masters the Trade Sales Process.
- Complies with company policies on pricing, discounting, credit and collections to ensure profitability.
- Demonstrates competence in use of proprietary electronic software (i.e. PDQ or PQM, OMS, Sales Logix etc.).
- Represents the organization at all times in a professional, competent manner, in keeping with the high ethical and cultural standards of the organization

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

BS/BA preferred, 0-2 year's sales support, customer service, or general business experience preferred. Prior knowledge of general construction applications and terminology and/or window and door applications or components is preferable.

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Computer Skills

Proficiency with Microsoft® Word, Excel, Outlook and PowerPoint software applications. Will be expected to develop proficiency in Pella proprietary software (i.e. PDQ, POETS, OMS, etc.)

Communication Skills:

Excellent verbal and written English language skills are required as well as good public relations, public speaking, and customer service skills. Ability to read, interpret, understand and explain documents such as sales processes or warranty manuals. Ability to effectively present information to others, gather information from others, and respond appropriately to questions from customers, coworkers and managers. Must display excellent phone and email etiquette, and the ability to communicate in a professional manner. Must be able to present appropriate attitude for the situation when interacting with customers or coworkers.

Professional Skills

Must be a team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-disciplined, self-motivated, and have a demonstrated ability to follow projects through to completion. Attention to detail is required. Must be articulate, able to give clear instructions, demonstrate organizational skills, prioritize tasks, and meet deadlines. Must be able to develop trust, respect, and confidence of customers, coworkers and managers. Must present in a clean and neat physical appearance. Must be able to resolve conflict in the best interests of the business and our customers.

Mathematical Skills:

Must have ability to understand and communicate basic math associated with product costs, discounts, and construction related metrics.

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.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee is occasionally required to sit, stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Time commitment required of this position will vary with the seasons.

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.

The noise level of this job is typically moderate. Work environment with this job may vary, as the position may require visits to job-sites, retail outlets, as well as the typical office environment