



Job Posting

Position Title: Inside Sales Representative: (Cedar Falls or Bettendorf, IA)	Classification: Exempt
Department: Inside Sales	Supervises: None
Report to: Inside Sales Supervisor	Work Schedule: M-F 8AM – 5 PM

Job Summary

The Inside Sales representative is responsible for taking incoming phone calls, emails and faxes, processing orders, disseminating information to various departments and arranging for the shipping of products to customers. The Inside Sales representative performs their duties over the phone as well as internet, email, faxes and written correspondence with customers, vendors, outside sales and company engineers. Further responsibilities include preparing and researching quotes in cooperation with outside sales, updating customer information in the CRM and working closely with outside sales to grow sales in their respective territory.

Primary Responsibilities

- Uses the CRM/ERP system to accurately process requests from domestic and international customers and vendors for price quotations, stock checks, purchase orders and order changes
- Achieves and maintains rapport with customers and works to exceed their expectations by providing the best possible service
- Works directly with outside sales to increase sales in their territory through special marketing programs, cross-selling, up-selling, add-on sales and offering promotional sales items
- Occasionally travels with outside sales to visit with key customers
- Inputs pertinent customer information and activity into the CRM system on a daily basis
- Checks open order report regularly, and proactively contacts key customers with shipping information updates and changes
- Works closely with shipping and receiving regarding deliveries of scheduled shipments
- Checks with the Clerical/Accounting Department regarding credit concerns and financial status of customers
- Continually increases product knowledge by attending inside sales training sessions and traveling to vendor facilities for specific product training
- Performs all other duties as assigned

Minimum Requirements

- High school diploma or GED
- Self-motivated, results-oriented, organized, energetic, and capable of staying cool under pressure from multiple ongoing projects
- Read and comprehend Basic English. Must have legible handwriting, typing and data entry skills
- Demonstrate effective written, verbal and communication skills
- Ability to use Microsoft, Excel, Word and Outlook preferred

Working Conditions

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.

- Possess the mobility to work in a standard office setting and to use standard office equipment
- Sitting in a normal seated position for extended period of time
- Reaching by extending hand(s) or arm(s) in any direction
- Finger dexterity required to manipulate objects with fingers rather than with whole hand(s) or arm(s), for example, using a keyboard Possess the mobility to work in a standard office setting and to use standard office equipment



Working Conditions: continued,

- While performing the duties of this job, the employee is frequently required to stand. The employee is frequently required to walk. The employee is regularly required to sit. The employee is occasionally required to stoop, kneel, crouch, or crawl.
- Sitting in a normal seated position for extended period of time
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust focus.
- Have the strength to lift and carry files weighing up to 10 pounds
- Work under typical office conditions, and the noise level is moderately quiet.

Please send letter of introduction, resume including experience, references, and salary requirements to:

Mail:

Ramco Innovations
Attn: Dave Arzani, H-R Manager
1207 Maple Street
West Des Moines, IA 50265

By Fax:

(515) 225-0063 Attn: Dave Arzani; H-R Manager

By e-mail:

hr@RamcoInnovations.com

When inquiring please reference: **Ramco Innovations - Inside Sales either Cedar Falls or Bettendorf, IA**

Ramco Innovations is an Equal Opportunity Employer that offers competitive benefits and compensation program including vacation and personal time off, medical, optional dental healthcare along with short term disability, life insurance and a 401(k) plan.