

JOB DESCRIPTION

CONTRACTOR INSIDE SALES III (CIS III)

DIVISION: Contractor Sales Department

JOB TITLE: Contractor Inside Sales III (CIS III)

JOB NUMBER: 3004

REPORTS TO: Chief Operating Officer (COO)

JOB PURPOSE: Primarily provides inside sales support and inside contact for customers of an outside contractor salesperson by efficient processing of all paperwork on a timely and accurate basis. Responsible for providing superior service to customers and outside sales personnel, timely follow-up, and 100% on time and complete paperwork that ensures the satisfaction of contractors for the future success in retaining and establishing long-term relationships between customers and Capps.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet and relate with customers in a friendly, courteous, and helpful manner.
- Assist contractor counter sales with servicing customers as required
- Process customer orders and special order purchase orders
- Project inventory requirements for upcoming orders and communicate to purchasing personnel to allow enough lead-time to ensure on-time complete (OTC) orders.
- Ensure accurate job-site delivery directions, sub-accounts and special handling requests are correct in the computer system.
- Make sales contacts with outside sales personnel as required.
- Assist outside sales personnel in the development of sales presentations for customers.
- Assist in blueprint takeoffs as required.
- Maintain files on activities, industry trends and government or other regulations that affects Capps.
- Work closely with vendors and negotiate pricing and programs that improve gross margins.
- Provide complete, accurate & thorough up-front and follow-up communication.
- Review & discuss monthly activity reports with outside salesperson for additional opportunities.
- Work closely with management and operations to price bids or quotes for products and services offered to customers

- Maintain accurate and up-to-date order books and logs.
- Accurate and complete order entry of product, quantity & pricing
- Follow-up orders, estimates, and commitments to customers for timely completion
- Accurate and timely special order pricing and placing orders with vendors
- Tracking special orders to ensure receipt from vendor meets the delivery commitment to our customer
- Promptly credit customer accounts for products picked-up and/or returned by customer
- Participate in problem solving with the rest of the contractor sales team to provide solutions regarding customer service issues
- Call existing customers to inquire about satisfaction and new opportunities to increase business.
- Work closely with Warehouse/Delivery Department to problem-solve and develop work procedures that will enhance efficiency and to insure quality and timeliness of delivery and requests of job-site pick-ups for returning products for credit.
- Work closely with accounting operations to ensure accuracy of invoicing, credits and pricing for products or services rendered.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Accomplishes all tasks as appropriately assigned or requested by Chief Operating Officer (COO)

QUALIFICATIONS

- **EXPERIENCE AND EDUCATION**

College degree preferred. Five or more years in sales or marketing experience or training. Equivalent combination of education/experience acceptable.

Experience with takeoff of construction blueprints.

Experience in customer service and problem solving.

Knowledge of construction materials, their use and installation.

- **LANGUAGE SKILLS**

Ability to communicate in a precise and professional manner; demonstrated skills in making presentations; being verbally persuasive without offending.

- **MATHEMATICAL SKILLS**

Ability to apply basic mathematical concepts related to job. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, fractions and decimals.

Ability to apply mathematical principles to determine quantities of material required and calculating accurate pricing and margin.

- **APPEARANCE AND ATTITUDE**

Appropriately neat and clean attire is required to make favorable impressions and to reflect the image of Capps in a professional manner. Must maintain positive attitude and possess adequate skills to respond correctly when dealing with irate, upset or abusive customers.

ACCOUNTABILITIES AND MEASURES

- Accurate on on-time processing of customer orders
- Accurate on on-time processing of purchase orders
- Gross margins
- Customer service
- Organization & complete files and records

AMERICANS WITH DISABILITIES SPECIFICATIONS

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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 80 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

Work environment characteristics 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 not normally exposed to weather conditions. Travel is involved with periods of driving to and from potential/existing clients.

The noise level in the work environment is usually moderate.

SIGNATURES

I have read and understand this explanation and job description. I am expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

Employee Signature **Date**

Supervisor Signature **Date**