



Job Description

Job Title: Bilingual Inside Sales Representative

Reports To: Divisional Sales Manager

Location: 340 Huronia Road

Summary Statement

Under the supervision of the Divisional Sales Manager, the position performs a variety of sales functions. These duties include but are not limited to prospecting and cold calling to territory customers and discussing; type, quality and quantity of filter bags required for their baghouse. Provide advice concerning specialized products and services, and estimate or quote prices, credit terms, warranties and delivery dates. The remaining points are inserted under the duties and responsibilities section.

Key Relationships:

Internally: Executive Director, Divisional Sales Manager, AES Operations Manager, Director of Technical Services, Sales Cost Analyst, Administration and Customs Coordinator, Quality Supervisor, Outside Sales Representatives and Customer Service Representatives

Externally: Customers, Suppliers

Qualifications:

Education Essential:

- Completion of a College diploma in a related field

Knowledge Essential:

- Proficient working knowledge of Microsoft Office
- Understanding of sales fundamentals and processes

Skills and Abilities Essential:

- Ability to work independently as well as cohesively with employees and managers as part of a team
- Excellent problem-solving skills in order to resolve conflicts and problems
- Excellent interpersonal, communication and customer service skills
- Detail-oriented and excellent organizational and multi-tasking skills
- Ability to work efficiently and effectively under pressure with simultaneous deadlines
- Excellent administrative skills
- Ability to maintain and manage quality standards
- Excellent sales skills and commitment to sales systems, policies, procedures and objectives

- Ability to maintain confidentiality of pertinent data
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Major Duties and Responsibilities:

1. Initiates the sales process through prospecting and cold calling to make initial presentations of Albarrie and/or clarifying customer account requirements, up to 60% of the time.
 2. Responsible for working in partnership with the outside sales representative to meet and exceed sales targets for new and existing business within assigned territory/territories.
 3. Provides support to customer on questions around use and care of filtration production, and provides advice concerning specialized products or services.
 4. Responsible for receiving customer RFQ's and creating the costing template with all necessary information (i.e. quantity, bag size, temperature, etc.).
 5. Provides quotations to customers, credit terms, warranties, delivery dates and final pricing to include margin.
 6. Responsible to ensure all customer inquiries and questions are responded to in a timely manner.
 7. Actively participates and contributes information to Albarrie's marketing strategy by monitoring competitive products and reactions from customers.
 8. Participates in the review of customer contracts or large volume costing requirements and coordinate with the Sales Cost Analyst.
 9. Provides feedback on all quality issues to the Operations Manager and Quality Manager through the customer complaint process. Ensures there is a finalized solution and this is communicated to the customer.
 10. Prepares weekly reports of sales activity for assigned territory/territories for supervisor and management.
 11. As required, performs administrative duties in answering of the main switchboard.
 12. As required, attends trade shows in various parts of North American for exposure to industry and the market.
 13. Maintains complete knowledge of and complies with company and department policies, procedures and standards.
 14. Maintains client and company confidence by keeping information confidential and secure.
 15. Maintains a positive working relationship with team members and management in a team environment.
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Mental Effort Required to Perform the Job:

- Frequent mental attentiveness is required when listening and responding to customers and suppliers
- Frequent reading of text is required for customer orders to ensure all specification information is received
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- Frequent mental effort required in multi-tasking and handling interruptions that require constant refocusing
- Frequent levels of concentration required to ensure accuracy of e-mail inquiries, responses, and comprehension of client requests
- Frequently listening to employee and customer complaints and concerns
- Frequent use of computers to correspond with customers, suppliers, and manage customer profiles through CRM database

Physical Effort Required to Perform the Job:

- Working at a workstation assigned by the supervisor
 - Requires manual dexterity, speed and hand/eye coordination for work at a computer
 - Occasional walking within a production environment
 - Occasionally visiting customer job sites and/or marketing tradeshow
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Responsibility for Resources:

- Responsible to participate in training and learn about Albarrie's technical fibers and all products and services sold
- Responsible for achieving and exceeding sales and margin targets as assigned by the Company
- Responsible for entry of all customer information into Company CRM database
- Responsible for ongoing training of company ERP and other sales related systems

Responsibility for Decision-Making:

- Decides which fabric is suitable for the customers' application with assistance from other staff where required
- Decides which specification sheet is right for the customers' application
- Decides on pricing structures to be presented for approval

Working Conditions:

- Working at a workstation assigned by a supervisor
 - Working in a climate-controlled office
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A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

Last Updated: 08/2020

I understand and acknowledge my duties and responsibilities as described in the following job description.

I understand that my job is not limited to the outlined duties and responsibilities.

Name (Please Print)

Date

Signature