

SIMCONA

SOURCING, PROCUREMENT & LOGISTICS

275 Mount Read Blvd.
Rochester, NY 14611
Tel: 800-274-6266
www.simcona.com

INSIDE SALES TEAM LEADER

Position Charter: Inside Sales Team leader

Reports To: Inside Sales Manager

Purpose/Objective:

- To assist the Inside Sales Manager in the day-to-day operations of the Inside Sales Department.
- The Inside Sales team leader will be the primary interface between the Customer Care Specialists and the inside sales manager regarding daily, monthly, and yearly activities to ensure all are completed accurately and in the given timeframe.

Qualifications: Minimum Requirements: 2 Year Associates Degree and/or 2 years' experience in a related field. Highly proficient in Microsoft Word, Excel, Outlook.

Responsibilities & Activities:

- Customer satisfaction achieved.
- On-time performance achieved.
- Positive attitude of Team Members.
- Well-trained Team Members.
- Sustained growth of business.
- Maintained profit margins.
- Manage workload of Team Members.
- Effective communications with all departments.
- Competitively priced quotations for customers.
- Adherence to policies/procedures.
- Initiate action to prevent the occurrence of any nonconformities relating to the product, process, and quality system.
- Identify and record any problems relating to the product, process, and quality system.
- Initiate, recommend or provide solutions through designated channels.
- Verify the implementation of solutions.
- Control further processing, delivery, or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.
- Review, disburse, and monitor actions required for daily/weekly/monthly reports.
- Review formal customer quotations prior to finalization up to \$10,000.
- Interface with Team Members on pending business and issues.
- Interface with Inside Sales Manager on pending business and issues.
- Participate in Simcona's Training Programs.
- Ensure compliance to policies and procedures.
- Audit performance to established goals.

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- Encourage and promote communication to achieve goals.
- Work with accounts receivable to resolve credit/debit issues with customers.
- Instill a positive attitude among Team Members.
- Review CSE's for accurate and complete information and status updates from CCS' when necessary.
- Reviews open quotes and their status updates by CCS in the AS400 on a weekly basis.
- Comply with ISO 9001-2000 standards.