

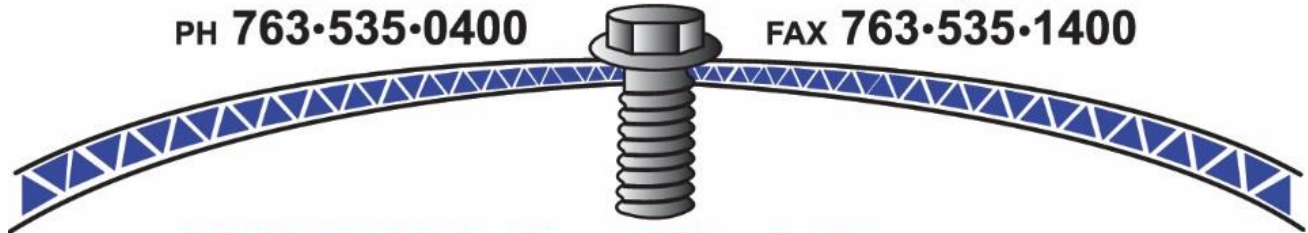
2017

CLASS C COMPONENTS

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ISO 9001 Certified Company

www.classccomponents.com

Quality • Service • Versatility

INSIDE SALES REPRESENTATIVE

PURPOSE OF POSITION

The purpose of the Inside Sales position is to generate, enter customer orders, negotiate and purchase products and ensure customer satisfaction.

COMPANY RESPONSIBILITIES

- ☐ Provide customers with superior quality products and outstanding customer service.
- ☐ Encourage working together by communicating with all company personnel that results in being an effective team member.
- ☐ Support the responsibilities of the position at Class C Components by adhering to and implementing the corporate mission, philosophy, culture, goals, objectives, policies and procedures.

MISSION STATEMENT

Class C Components is a customer focused Industrial Distributor who specializes in Vendor Managed Inventory programs and Supply Chain solutions for OEM's and sub-contract manufacturers. Our experienced and knowledgeable staff is committed to exceeding our customer's service expectations.

SPECIFIC POSITION RESPONSIBILITIES

1. Maintain effective relationships with suppliers and customers. Promote and maintain the image and reputation of Class C Components. Ensuring customer satisfaction, resolving problems and complaints quickly.
2. Sales Responsibilities:
 - a. Responsible for meeting or exceeding sales and gross profit objectives, developing sales of assigned products, regularly contacting assigned accounts to generate sales of product lines, developing new accounts, and providing customer service including order entry, expediting, follow-up, and other tasks as required.
 - b. Work with Class C Components Outside Sales personnel in the sale of those product lines.

- c. Develop quotations for customers within corporate profit objectives and guidelines.
- 3. Purchasing Responsibilities:
 - a. Negotiate price, purchase products and maintain competitive pricing.
- 4. Keep in-house records accurate and up to date. Provide accurate, timely documentation of expenses, account activities, and other information as requested.
- 5. Inform the Warehouse Manager of in-house inventory discrepancies and unusually large orders and other customer special requirements.
- 6. Perform other work related duties as assigned by supervisor or designate.