



## Job Description

**Job Title:** Inside Sales Representative-Building Mesh  
**Department:** (347) Concrete Products Business Unit – Building Mesh Sales  
**Location:** (10) Insteel Wire Products, Mount Airy, NC  
**Reports To:** Inside Sales Supervisor-Building Mesh  
**FLSA Status:** Nonexempt

### SUMMARY

Develops and maintains customer relationships by becoming knowledgeable of each customer's needs and executes steps to ensure these needs are met. Secures market information necessary to assist Sales Manager in setting price parameters; quotes and sells within said parameters. Monitors sales by customer and takes direct action to ensure sales objectives are met.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

**Carries out responsibilities in accordance with the organization's policies and applicable laws.**  
Other duties may be assigned.

Solicits and sells to meet/exceed sales objectives. (35%)

Enters orders after sales are made and monitors through the credit, production, shipment, and delivery processes. (20%)

Acquires and maintains a detailed and accurate customer profile on each account. (1%)

Maintains current price list for each account. (1%)

Maintains contact list/ mailing list for each account. (1%)

Communicates with customers to update inquiries, orders, inventory, and market trends. (20%)

Reports market data verbally and via call reports. Collaborates with Sales Manager and outside sales representatives regarding sales strategies for specific accounts as well as for specific geographical regions. (15%)

Keeps current on inventories, lead times, and machine capabilities while consulting with Customer Service/Production Control Supervisor and making scheduling recommendations when needed. (2%)

Travels as required by Sales Manager to customers, IWP manufacturing plants, and industry-related conventions and shows. (1%)

Provides information for customer claims and complaints to be processed accurately and in a timely manner. Works directly with departments involved (such as Production and Shipping) and monitors progress to assure resolutions satisfactory to Insteel and customers. (1%)

Determines eligibility of callers to become customers. If eligible, secures information needed for the processing of new account credit information. (1%)

Secures current credit information for credit updates. Monitors current customers' credits limits and takes action to have limits adjusted as necessary. (1%)

Prepares reports as directed by Sales Manager and Customer Service/Production Control Facilitator. (1%)

## **SUPERVISORY RESPONSIBILITIES**

None

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE** The education requirements and experience requirement listed here indicate the minimum basic educational knowledge and the time required by a normal qualified person to perform the job duties of the position.

### **Education:**

Professional, technical or administrative training (2-year Associate Degree); knowledge of sales/marketing or knowledge of manufacturing methods and techniques.

### **Experience:**

A minimum of 6 months work-related experience is required.

An equivalent combination of education and work-related experience may be acceptable.

## **COMPLEXITY OF DUTIES**

Diversified duties involving an intensive knowledge of a restricted field and a wide range of procedures. Requires judgment in the analysis of facts and circumstances surrounding individual problems and in the determination of action to be taken within the limits of standard or accepted practice.

## **CONFIDENTIAL DATA**

Works with some confidential data which, if disclosed, might have adverse internal and minor external effect.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

None

**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 enable individuals with disabilities to perform the essential functions.

### **Continuously (more than 70%):**

Sit

Talk or hear (normal or corrected)

Use hands to feel, touch, grasp or grip tools, objects, or handles

### **Frequently (30-70%):**

Perform repetitive movements

### **Occasionally (Up to 30%):**

Rotate the body from a sitting position

Specific vision requirements of this job include

Near acuity

The use of mechanical controls include:

Buttons

## **EQUIPMENT USED**

### **Continuously (more than 70%):**

Computer

Routine office equipment such as telephone, copier, fax, printer, etc.

### **Frequently (30-70%):**

Calculator

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee is responsible for minimizing accidents within the facility and for following established safety policies and procedures during performance of this job.

Usual office working conditions

**Occasionally (up to 30%):**

Moderate noise

Travel

**REQUIRED PROTECTIVE CLOTHING/DEVICES:**

**Occasionally (up to 30%):**

Earplugs

Safety goggles/glasses