**Position: Inside Sales Representative (ISR)**

**Status:** Permanent, Full-time, 85% Salary and 15% Quarterly Sales Commission plus Benefits

**Location:** Swagelok Chicago, Milwaukee, or St. Louis office

**Immediate Supervisor:** Region Business Development Manager (BDM)

**Travel Requirements:**  Estimated 5% to 10% within designated territory

**Position Overview - ISR Position**

The role is to grow sales by developing and maintaining value-added relationships with customers in the assigned sales region primarily by phone and email, but also in person at times. As the Region ISR you will work with the appropriate Outside Sales Reps (OSRs) to provide solutions to customers’ needs - industrial applications, fluid systems, and developing new and existing accounts within a given territory. The specific customer or geographic focus will be determined by the Region Business Development Manager.

**Competencies**

* **Teamwork and Collaboration** – Balances team and individual responsibilities; Offers and welcomes feedback; Works effectively to minimize and resolve conflict.
* **Ethics** – Respects others; Strives for continuous improvement; Demonstrates integrity and innovation; Insists on quality; Focuses on being pro-active by anticipating customer needs.
* **Verbal and Written Fluency** – Listens and gets clarification when needed; Responds well to questions in both verbal and in written communication using clear, concise and accurate information.

**Key Responsibilities:**

* **Customer Inquiries and Leads** - Respond and follow up in a timely manner to all customers in assigned geography
* **Inside Sales Target Accounts** – the ISR is the lead sales contact for all non-whale accounts in the assigned geography, but there will be subset of those territory accounts which will designated as ISR Target Accounts. The ISR target account are accounts will require the following: a more proactive approach to support, more-frequent CRM updates and the ability to forecast and meet sales objectives for those ISR Target accounts.
* **Quotes** - Review all incoming quotes multiple times daily for assigned accounts/geography and specifically investigate, update CRM/Quote notes as necessary and
* **Prospecting** **Accounts** –Some prospecting accounts will be assigned. Attempt to identify strong Swagelok supporters, uncover and develop opportunities, and set up meetings for OSR and BDM
* **VMI** –Vendor Managed Inventory - handle the counting, quoting, customer interaction, and replenishment (as needed) of customer location
* **Use SAP B1 for assigned accounts/geography** 
  + Maintain and update relevant Customer/Contact information within SAP
  + Identify and input critical opportunities (i.e. greater than $10K) following the protocols for “Funnel Management”
    - Update and add appropriate information for CRM opportunities based on daily customer interactions
    - Update and add notes to Quotes/Orders as necessary
* **Forecast and Track Sales** for the assigned accounts/geography
* Team Meetings – participate and contribute for all Northern Region Team meetings
* Collaborate effectively with all Region sales team members on a regular basis
* Plan /prioritize sales activities and customer/prospect contact towards achieving agreed business goals
* Maintain and develop existing and new customers
* Plan / carry out / support local marketing activities
* Monitor and report on market and competitor activities and provide relevant updates
* Analyze, report, record and administer according to systems and requirements
* Communicate, listen, and negotiate internally and externally as appropriate
* Attend and present at external customer meetings and internal meetings with other company functions as necessary
* Attend training and work toward developing relevant knowledge, techniques, and skills
* Adhere to health and safety policies, and other requirements relating to care of self and equipment
* Share success and best sales practices with peer groups
* Be present in the assigned regional Swagelok office – when necessary to be out of office get permission from BDM, update company calendar and arrange coverage or backup with the BDM

**Education -** a four-year college degree preferably majoring in Engineering or Science - however other majors such as business are acceptable if the candidate demonstrates a strong desire with good mechanical aptitude. Additionally, internal Swagelok candidates with a strong performance history in Customer Service and/or Inside Side Sales will also qualify for consideration.