



Inside Technical Sales Representative

Classification: Exempt

Reports to: Director of Sales

Department: Sales

Summary/Objective

The Inside Technical Sales Representative will work closely with customers and the sales team to grow and promote the sale of Axiom Materials. The Inside Technical Sales Representative is the first line of contact with all new customers. Along with their regional sales team, Inside Sales establishes and maintains long-term business relationships with new and current customer base. Primary areas of responsibility include customer service management, technical support, business development, sales team support, systems integration, forecasting & quotations, sales territory management and product engineering support.

Duties/Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Close and grow sales through professional communication with existing and potential clients.
- Manage and interpret customer requirements – speaking with clients to understand, anticipate and meet their needs.
- Communicate sales or service opportunities and customer concerns or suggestions.
- Identify and resolve client concerns; recommending a course of action to alleviate these concerns in the future.
- Understand and comply with established guidelines that ensure a safe and healthy work environment.
- Coordinates company staff to provide exemplary service to customers.
- Expand market awareness of our products and our industry experience by communicating features and benefits of our products and services effectively.
- Work with the engineering team to ensure customer project requirements are met.
- Maintaining records of customer communications and contact information as required.
- Making technical presentations, webinars.
- Preparing responses to RFP (request for proposals) and RFI (request for information) attending and participating in trade shows, conferences, and other marketing events.
- Maintain awareness of pertinent client information, forecasts, payment performance; communicate any client information that may affect company decisions to appropriate departments as needed.
- Working knowledge of the design tools and price calculations.
- Research market requirements and market data.
- Maintain knowledge of competitor products and identify and report intelligence on competitor pricing or marketing strategies.
- Demonstrate and explain best practices in installation techniques for all Axiom Materials products.
- Submit a variety of sales status reports as required, including activity, closings, follow-up, and adherence to goals.
- Send legal documents to customers and send signed copies to HQ for filing.

Competencies

- Motivation for sales
- Prospecting skills
- Sales planning
- Selling to customer's needs
- Territory management



- Market knowledge
- Presentation skills
- Meeting sales goals
- Professionalism

Work Environment

While performing the duties of this job, the employee will frequently be visiting manufacturing sites and areas and may be subject to typical manufacturing hazards (moving pieces of equipment, loud noises, chemicals, etc.).

Physical Demands

The employee is required to sit, walk, and stand for extended periods of time. Minimal physical exertion is required; however, employee must be able to lift and/or move objects up to 25 pounds and occasionally lift and/or move objects up to 50 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m., must remain flexible and open to possible schedule changes in order to meet business needs.

Travel

Will be required

Education and Experience

- Five years of professional experience in supporting/managing prepregs and/or adhesives systems.
- Suggested, two years of technical experience in a supervisory or management capacity.
- Strong & effective communication skills, written and spoken.
- Strong leadership skills.
- A strong understanding of the MS office software suite is required.

Work Authorization/Security Clearance

Must be a U.S. Person as defined by 8 U.S.C. 1324b(a)(3) due to export-controlled information.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.