



# Job Posting

**JOB TITLE**                      **Sales Associate**

**JOB SUMMARY**

The Sales Associate is responsible for achieving inside sales revenue goals by obtaining and up-selling orders, creating customer satisfaction, and adding value to the customer's buying experience. May own a book of accounts.

**PRIMARY RESPONSIBILITIES**

- Obtains orders by answering telephone calls, verifying and entering items, transferring orders to fulfillment, explaining stock-outs and expected delivery dates.
- Reports industry trends, competitive pricing and customer feedback to management.
- Collaborates with Outside Sales to ensure customer satisfaction.
- Increases orders by suggesting related items, explaining features, and checking customer's buying history.
- Opens customer accounts by obtaining customer agreement, collecting customer information and extending credit.
- Owns, qualifies and develops opportunities passed from marketing, outside sales, national accounts.
- Keeps abreast of new products.
- Identifies ways for continuous improvement of processes.
- Prepares, generates and follow up on verbal or written quotations to secure orders or determine reason for loss of order.
- Maintains customer product discounts through branch price sheets and/or Distribution System price file maintenance screens; including maintenance of appropriate cost files to ensure accuracy of automated supplier claims.
- Investigates deductions made by customer when paying WESCO invoices, obtaining necessary information for management to make a determination of whether credit is to be issued or letter to be written. Prepares replies, credit forms (such as RMA, price adjustment) and/or entering the credit transaction into Distribution System.
- Reviews open customer order reports and takes action on open items; specifically, those items that may be at risk in meeting the customer's promised delivery date. Maintains Distribution System backorder report, associated customer expediting report/notices, and customer notification, as required.

**JOB REQUIREMENTS**

*(Indicate # of Years)*

<b>EXPERIENCE</b> List work-related experience required to perform the job.		<b>Required</b>	<b>Preferred</b>
1.	Sales and sales administration in either electrical or industrial construction equipment.		X
2.	Telephone sales or business development with proven track record of achieving revenue goals.		X

<b>SKILLS/REQUIREMENTS</b> List the competencies and specific skills required to perform the job.		<b>Required</b>	<b>Preferred</b>
1.	Knowledge of electrical, construction or mechanical products preferred	<input type="checkbox"/>	X
2.	Ability to perform multiple tasks simultaneously	X	<input type="checkbox"/>
3.	Familiar with Microsoft Office, and ability to perform basic computer skills	X	<input type="checkbox"/>
4.	Ability to prospect and market concepts to existing and potentially new accounts	X	<input type="checkbox"/>

5.	Ability to work in a team environment	x	<input type="checkbox"/>
6.	Ability to communicate clearly, both verbally and in written form	x	<input type="checkbox"/>
7.	Attention to detail	x	<input type="checkbox"/>
8.	Ability to interpret complex information	<input type="checkbox"/>	x
9.	Ability to use a win-win approach to resolve controversy; stay objective and fair when dealing with sensitive situations, maintain constructive working relationships despite disagreement	<input type="checkbox"/>	x
10.	Ability to take action in solving problems while exhibiting judgment and a realistic understanding of issues	x	<input type="checkbox"/>
11.	Ability to influence others	x	<input type="checkbox"/>
12.	Ability to prepare for emerging customer needs	<input type="checkbox"/>	x
13.	Technical aptitude for equipment and service related issues	<input type="checkbox"/>	x

#### **WORKING ENVIRONMENT**

x	<b>General Office</b> – Work is generally performed within an office environment, with standard office equipment. Lighting and temperature are adequate and there are no hazardous or unpleasant conditions caused by noise, dust, etc.
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#### **PHYSICAL REQUIREMENTS**

x	Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time.
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#### **MENTAL REQUIREMENTS** Check appropriate mental requirements from list below. **Check as many as apply.**

x	Employee required to organize and coordinate schedules.
x	Employee required to problem-solve.
x	Employee required to communicate with the public.

Please contact Brett Kerkman at 800-530-8998 ext. 2213 or [bkerkman@libav.com](mailto:bkerkman@libav.com) if you are interested in this position. The position will work out of our Colorado Springs location.