

POTTORFF®

Job Title: Inside Sales Manager
Reports to: VP – Sales & Marketing
Location: Ft. Worth, Texas

General Summary

Direct, train and develop the customer service representatives/administrator, application engineers, estimators the to ensure the highest level of customer satisfaction. Oversee Customer Notification process to ensure that issues are resolved in a timely manner. Works with Project Managers to ensure managed projects are on time and on track. Assigns and tracks quotations for architectural products, special louvers, panels and enclosures and special silencers. Interfaces with Engineering and Production personnel to manage overall levels of customer service for products built by Texas and California plants. Manage development of product selection, pricing, submittal and ordering software.

Essential Duties and Responsibilities

1. Oversee the daily duties of all customer service personnel.
2. Trains and develops the customer service representatives, application engineers and estimators.
3. Develops and maintains processes and procedures for customer service and estimating areas.
4. Assigns and oversees all internal quotations for all products and brands.
5. Maintains communication with engineering, production and project managers to review and oversee critical aspects of ongoing orders.
6. Manage development of product selection, pricing, submittal and ordering software

Education / Experience Requirement

1. BS/BBA degree or 5 years equivalent related experience.
2. Working knowledge of word processing, spreadsheet and presentation software (Microsoft Office).
3. Ability to use good judgment and reasoning according to established procedures.
4. Extensive knowledge of products and product application is required.
5. Experience in manufacturing and customer service is a must.
6. Experience managing a customer service operation highly desired.

Specific Skills Required

1. Good oral and written communication skills.
2. Ability to perform basic mathematical functions.
3. Ability to use good judgment and reasoning according to established procedures.
4. Detail oriented and well organized.
5. Able to work and manage as a team member.
6. Ability to make managerial decisions under pressure with minimal supervision.

Other Duties and Responsibilities

This job may include other duties and responsibilities as assigned by the supervisor. These may change as needed.

Physical Demands

Ability to sit for extended periods of time. Occasional light lifting may be necessary.

Work Environment

The Inside Sales Manager is employed in an office environment working normal business hours. Going to the manufacturing facility on a daily basis is required.