

**DFT Inc.**  
**Job Description**

<b>Job Title:</b>	Inside Sales Manager	<b>Reports To:</b>	Director Sales & Marketing
<b>Department:</b>	Sales	<b>Prepared Date:</b>	10/9/2024
<b>FLSA Status:</b>	Exempt	<b>Approved Date:</b>	10/15/2024
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<b>Approved By:</b>	Brian Weisel		

**SUMMARY:**

Performs the activities associated with Inside Sales management of an industrial valve manufacturer by performing the following duties.

**Essential duties and responsibilities** include the following. Other duties may be assigned.

**Inside Sales Manager Duties – Top Level Responsibilities**

- Manage Inside Sales team
- Manage Inside Sales Budget
- Assume pricing decision making authority
- Set Goals and Objectives for direct reports
  - Review Goals and Objectives quarterly
  - Conduct annual performance reviews
- Have comprehensive understanding of and proficiency with DFT products and their capabilities
- Be the departmental expert in the correct use of the DFT price and discount schedules and engineering credit program.
  - Maintain Distributor list; Tier 1, 2, OEM
- Analyze customer's technical needs.
- Make proper product recommendations based upon customer's needs.
- Be the departmental expert in valve sizing with DFT software including determination of proper product for the application with input from Engineering Department when needed.
- Top level of expertise and proficiency with DFT's Enterprise Resource Planning software to plan use of company resources in relation to product sales.
- Review product forecast monthly with Director of Sales and Marketing and make recommended changes if necessary
- Maintain Inside Sales Key Performance Indicators (KPI's) and provide monthly summary reports on performance
- Continuously track, assess, and analyze sales process and make recommendations for improvements to increase closed sales.
- Process Activity Report and issue to marketing.
- Serve as Sales Department Representative on Continuous Improvement projects and initiatives.

**Responsibilities for assigning the following to Inside Sales**

- Answer phone calls
- Answer e mails
- Interact with customers
- Review Requests for Quotation
- Issue Quotations
- Review Purchase Orders
- Ensure a secondary review of orders prior to entry into Syspro.
  - Ensure that the customer purchase order complies with DFT terms and resolve any disputed terms before entering order
- Assign Coverage of/for
  - Regional Managers Territories
  - Direct Accounts
  - Staggered start time/end time/lunch time to ensure phones are covered

**Project Management/Specials Pricing/Control Valves**

- Project Manage Blue Chip Projects
- Manage pricing of special products
- Manage Control Valve Product Line
  - Customer questions
  - Requests for Quotation
  - Issue quotations
  - Interact with Engineering

**Customer Issues Responsibilities**

- Manage Returns Process
  - Issue credits
- Manage Customer Complaints Process
  - Issue credits
- Attend Production Meeting
  - Manage change in shipment date updates
  - Process rescheduled order report and distribute.

**Training/Responsible for department training/updates for:**

- Products
- Pricing
- Sizing 22
- Configurator
- Quotations
- Order Entry
- Syspro

**International**

- Manage the processing of international orders from order entry through shipping and invoicing
- Manage the process of executing paperwork associated with Bills of Lading, Material Certificates, USMCA, Commercial Invoices and Packing Lists

**EDUCATION, EXPERIENCE and MINIMUM QUALIFICATIONS:**

- Associate degree in a Business or Engineering discipline preferred
- 5-7 years progressive Inside Sales experience
- Experienced and able to exhibit the soft skills necessary for effectively managing people
- International sales and contract administration experience
- Strong decision-making skills through the use of data acquisition and analysis
- Strong practical skills with Microsoft Office products including advanced data analysis using Excel
- Excellent written and verbal communication skills.
- Good mechanical understanding and aptitude

**BUSINESS SKILLS:** Experienced in the review of sales contracts, terms and conditions, and INCO terms. Able to formulate daily decisions using solid business skills and acumen. Able to work effectively in a business-to-business environment through exceptional communication with customers.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedures. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. English language is required. Excellent phone manners and professional presentation.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to convert metric units of measure to US customary units.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**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. Physical presence at the facility is required. Must be able to fulfill essential job functions in a consistent state of alertness and safe manner. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit, bend; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The majority of work responsibilities take place in an office environment; however, occasional work in the manufacturing area may be required. Work hours will generally be from 8:30 am to 5:00 pm, or as adjusted by management based on customer interface needs. Appropriate dress, including shoes, suitable for a manufacturing area should be worn on those occasions. Examples are times of inventory or meetings with manufacturing. Safety glasses and steel toed shoes are required in the shop area and will be provided.