



## Sani-Matic Job Description

**Title:** Inside Sales Specialist / Customer Service

**Reports to:** Customer Service Manager

**Dept:** Sales

**Status:** Non-Exempt

### Position Summary:

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This position works with distributors, manufacturers' representatives, OEMs and end-users to specify and supply best-of-class sanitary process cleaning solutions. This position reports to the Customer Service Manager.

### Essential Functions:

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- Secure, renew orders, enter orders into TCM and arrange delivery.
- Plan and modify product configurations to meet customer needs.
- Recommend improved parts/components to customers, documenting how such changes will lower costs or increase production.
- Confer with customers and engineers to assess equipment/component needs and to determine system requirements.
- Collaborate with sales teams to understand customer requirements, to promote the sale of company products, and to provide sales support.
- Sell products requiring extensive technical expertise and support for installation and use;
- Diagnose problems with installed parts/components.
- Provide technical and non-technical support and services to clients or other staff members regarding the use, operation and maintenance of parts/components.

### Knowledge / Skills / Expertise:

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- Completion of a secondary education degree is required.
- Minimum 3 years of related technical sales and/or mechanical management experience is preferred.
- Able to prioritize without supervision and lead initiatives to achieve a common goal.
- Ability to understand and work toward profitability goals.
- Knowledge of product costs, materials, labor and overhead.
- An excellent listener able to pose pertinent questions and provide creative solutions.
- Able to diagnose a customers' "need" vs. "want".
- Enjoys solving technical problems and maintains a "customer-centric" service attitude;
- Enjoys developing long-term customer relationships.

- Knowledge of capital expenditure justification, Total Operating Cost and ROI.
- Highly organized and able to manage multiple tasks under pressure.
- Professional English knowledge in speaking, reading and writing.
- Upbeat and ethical individual with a sense of urgency, responsibility and persistence.
- Above average typing, spelling and grammar skills.
- Proficient with MS office including Word, Excel, PowerPoint, Salesforce.com, laptop, etc.

#### **Environmental Conditions:**

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- Humidity level may be elevated during summer months in the manufacturing areas.
- Exposure to certain contaminants, at times, in the manufacturing areas.
- Exposure to loud noise levels, at times, in the manufacturing areas.

#### **Physical Demands:**

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- While performing the duties of the job, the employee must be able to use a keyboard, calculator and telephone. They are regularly required to stand or walk, sit, talk, hear, and use hands to finger, grasp, handle, or feel. The employee must occasionally climb, stoop, kneel, crouch, lift (10lbs) and be able to adjust vision for close vision work. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **What Sani-Matic Offers and Expectations of Employees:**

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A culture that embraces five Core Values:

- Do what is right.
- Put customers first.
- Commit to continuous improvement.
- Focus on safety.
- Deliver consistent quality.

**Note:** This job description is reviewed periodically and may be subject to change.

