



Sani-Matic Job Description

Title: Inside Sales Specialist / Customer Service
Reports To: Inside Sales Lead

Dept: Sales
Status: Non-Exempt

Position Summary:

Work with distributors, manufacturers' representatives, OEMs, and end-users to specify and supply best-of-class sanitary process cleaning solutions. This position reports to the Inside Sales Lead and is a key member of the Sales team.

Essential Functions:

- 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 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.
- Carry the entire order from cradle to grave, being the point person for part/components inside sales.
- Provide backup phone support for Receptionist as needed.
- Complete all other duties as assigned by the Lead/Manager.

Knowledge / Skills / Expertise

- 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 who is 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.
- Skilled in the use of computers, comfortable in technical and engineering-oriented environments is a must.
- Knowledge of capital expenditure justification, Total Operating Cost and ROI.
- Highly organized, motivated, and able to manage multiple tasks under pressure.



SANI+MATIC

- 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:

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

Physical Demands:

- 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 (up to 10lbs) and have the ability 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:

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.