



## POSITION DESCRIPTION

### ROLE TITLE

*Inside Sales Representative*

### DEPARTMENT

*Customer Service*

### BUSINESS SUMMARY

**NS BlueScope Coated Products** is a joint venture between Nippon Steel & Sumitomo Metals Corporation and BlueScope Steel. The Coated Product business operates in the United States, Malaysia, Vietnam, Thailand and Indonesia, with its headquarters based in Singapore. This joint venture provides a strong platform to capture growth in new market segments. ASC Profiles LLC and Steelscape LLC are part of the NS BlueScope Coated Products business in the United States.

**ASC Profiles LLC** is the leading manufacturer of steel roof and wall products and structural roof and floor deck in the Western U.S., servicing customers from eight locations. ASC Profiles services various segments of the steel construction industry through its three divisions, AEP Span, ASC Steel Deck and ASC Building Products.

**Steelscape, LLC** is a national supplier of metallic-coated and pre-painted steel. Aimed at servicing the construction industry, Steelscape's products can be used for a wide range of applications from metal buildings to architectural roofing to decking and framing. Steelscape's facilities, located in Kalama, Washington; and Rancho Cucamonga, California are strategically located near major truck, ship and rail routes to best serve the Western U.S. market

### FUNCTION SUMMARY

#### **ASC Building Products Division**

ASC Building Products manufactures a variety of metal roofing and wall panel solutions to the residential, light commercial and agricultural markets which are sold through a network of trusted and knowledgeable distributors. ASC Building Products has operations in Anchorage, Alaska; Salem, Oregon; Salt Lake City, Utah; Spokane, Washington; and Sacramento, California.

The role is primarily responsible for:

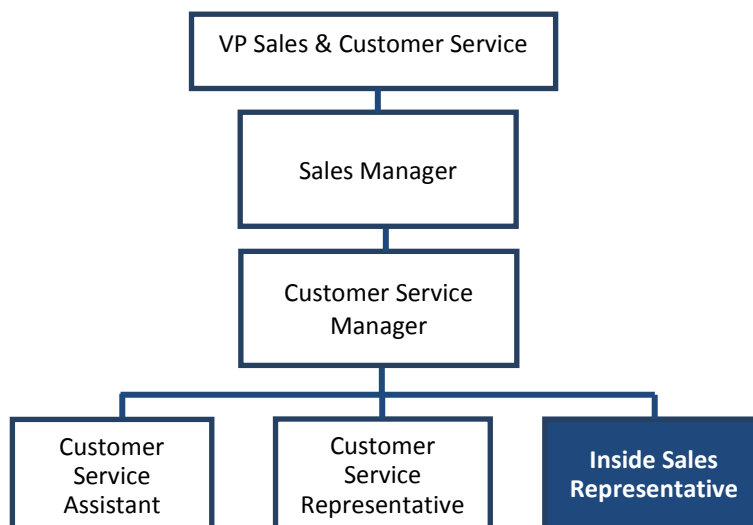
- Developing and executing a lead generation plan to meet/exceed quarterly and annual sales quotas
- Providing complete sales quotes and following up on existing quotes, as assigned by Customer Service and Outside Sales
- Reinforcing new customer relationships utilizing the New Customer Onboarding program
- Effectively handing off accounts to outside sales upon completion of the New Customer Onboarding program
- Call on accounts that have been inactive for 6 months, or more, in an attempt to reestablish customer relationships
- Generating incremental volume in conjunction with inside and outside sales efforts, to include marketing new products, specials and secondary materials



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- Routing qualified opportunities to the appropriate sales executives for further development and closure
- Utilizing online tools, resources and communication techniques to prospective clients
- Being proficient in all product and service offerings, functionality, positioning, competitive advantages and operational procedures
- Effectively adopting and applying selling techniques to determine prospective customer needs and to help them visualize how use Building Products' offering to achieve their goals
- Tracking and managing leads and new customer opportunity information via sales automation software, Salesforce.com
- Participating fully in meetings, training sessions, individual professional development and skill building activities
- Managing inbound prospect calls, email inquiries and trade show leads
- Completing and maintaining accurate sales forecasts, data gathering and reports for manager
- Participating in sales meetings and taking responsibility for sales improvement initiatives and other assigned action items.
- Assisting in the completion of sales projects including new marketing ideas and solutions
- Generating sales campaign ideas and be a part of the campaign strategy and execution
- Accurately inputting orders following the company's defined Product Offer Manual guidelines and procedures
- Identifying, quantifying and recommending improvement opportunities
- Maintaining professional relationships with all internal and external customers that allow an open and honest exchange of thoughts and ideas
- Providing support to CSR Team as designated by the Customer Service Manager in order to allow maximum efficiency within the Customer Service team.

## REPORTING STRUCTURE





## POSITION DESCRIPTION

### **KEY RELATIONSHIPS**

Critical to the success of this role is the ability to deliver outcomes through productive relationships with others. Important role relationships include:

- Customer Service Manager
- General Manager
- Division Sales Manager
- Outside sales representatives
- Peer roles – CSRs
- Quality Systems Representatives

### **REQUIRED EXPERIENCE AND COMPETENCIES**

#### Experience and Qualifications

- College degree preferred – One year of successful sales, preferably inside sales
- Two years of successful sales working with customers via email, over the phone, and/or face to face
- Knowledge of customer service ethics, principles and procedures
- Track record of strong performance and achievement of goals
- Excellent communication skills, both written and oral
- Ability to multi-task, prioritize and manage time effectively
- Highly motivated with a desire to be successful
- Solid command of Microsoft Word, PowerPoint and Excel

#### Key Competencies

- Influencing Others
  - Gains others' support for ideas, proposals, projects, and solutions
  - Presents arguments that address others' most important concerns and issues and looks for win-win solutions
  - Offers trade-offs or exchanges to gain commitment
  - Identifies and proposes solutions that benefit all parties involved in a situation
  - Identifies and targets influence efforts at the real decision makers and those who can influence them
- Customer Orientation
  - Quickly and effectively solves customer problems
  - Talks to customers to find out what they want and how satisfied they are with what they are getting
  - Finds ways to measure and track customer satisfaction
  - Presents a cheerful, positive manner with customers
- Problem solving
  - Analyzes problem by gathering and organizing all relevant information
  - Identifies cause and effect relationships
  - Identifies appropriate solutions



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- Adaptability
  - Adapts to changing work environments, priorities and organizational needs
  - Able to effectively deal with change and diverse individuals in, and out of the workplace
- Integrity
  - Maintains confidentiality and meets own commitments
  - Shares complete and accurate information
  - Actively listens
- Reliability and Accountability
  - Takes personal responsibility for job performance
  - Completes work in a timely and consistent manner
  - Follows through with commitments
- High quality work standards
  - Sets and maintains high performance work standards
  - Pays close attention to detail, accuracy and completeness
  - Shows concern for all aspects of the job and follows up on work outputs
- Communication skills
  - Expresses ideas effectively and professionally
  - Organizes and delivers information appropriately
  - Listens actively
- Initiative
  - Generates ideas for improvement, takes advantage of opportunities, and suggests innovations
  - Takes action to influence events
  - Will to do more than required
- Stress Tolerance
  - Displays emotional resilience and the ability to withstand pressure
  - Deals with difficult situations while maintaining performance
  - Seeks support from others when necessary
- Organizational skills
  - Plans and organizes tasks and work responsibilities to achieve objectives
  - Sets priorities and schedules activities

*EEO Employer/M/F/Disabled/Protected Veteran*

*BlueScope is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status, as a protected veteran, among other things, or status as a qualified individual with disability.*

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