

## Job Posting for Haskins Industrial Inside Sales Representative

Haskins is both a technical distributor of metal-working cutting tools and other industrial supplies as well as a manufacturer of Round Carbide-Tipped Saws for the primary forest industry.

In business since 1968, managed by second-generation family and heavily invested in the mining and wood products industries, our company is a stable employer looking for good people to help us continue to grow!

**We are continually prospecting for the right people who can be trained for our inside sales positions**

- *Do you like to learn about new products and help customers keep their operations running?*
- *Are you accurate, a team worker and looking for computer and phone-based work?*
  - *Are you reliable, trainable, and willing to continuously improve?*
  - **Êtes-vous bilingue et cherchant un travail en français?**

Tell us about yourself and consider joining our team.

A job description for our Inside Sales Representative position is on the following page.

Although focussed on our Saw Shop, more company information is given in our video.

Please apply by email to Jo-Anne Ethier [jethier@haskinsindustrial.com](mailto:jethier@haskinsindustrial.com)

HASKINS INDUSTRIAL INC.  
1371 FRANKLIN STREET  
NORTH BAY, ON P1A 2W1



**HASKINS INDUSTRIAL**  
**JOB DESCRIPTION – INSIDE SALESPERSON**  
**NORTH BAY – 08-20-2012**

**FUNCTION**

The primary role of this position is to be the company's first and primary contact with our customers with regard to quote requests and inquiries, order processing and expediting. The Inside Salesperson is our conduit of customer needs and requirements to the Outside Salespeople when their involvement is needed. Inside Sales is an extremely important function which on the one hand determines the customers' needs and evaluates their comments, and then on the other, ensures that these needs are met to the best of our ability as a company.

Other basic functions include but are not limited to the following:

**REPORTING RELATIONSHIP and AUTHORITY**

The position reports directly to the Manager Inside Sales.

The position's authority includes:

- Changing selling price levels within reasonable limits
- Negotiating special terms with vendors for specific customer needs
- Authorizing special carrier to meet customer delivery needs (charged or not charged to the customer based on the situation)
- Having work done or replacing goods at company expense if standards are not met and the vendor will not back us up

**WORKING CONDITIONS**

The Inside Salesperson works in an office climate-controlled environment. Most of the day is spent sitting at a desk doing keypunch, pricing, and taking phone calls. Most days are normal office hours, although irregular hours may sometimes be required to meet project deadlines. Visits to customers or vendors are also possible. Some time may be required at the sales counter or in shipping/receiving in the warehouse.

**REQUIREMENTS**

**Education:**

Minimum: High school diploma, equivalency or equivalent work experience.

**Experience:**

Preferred minimum of 3 years experience in inside sales – closely related products preferred. Bilingual (English and French) preferred.

**Skills and Knowledge:**

Good verbal and written communication skills (English/French preferred). Ability to accurately enter computer data. Good interpersonal skills to enable working in cooperation with fellow employees, customers and vendors. Ability to take the pressure of ever-shifting priorities. Good time management skills. Ability to accept and learn from constructive criticism. Willingness to learn new skills and being open to new ideas.

**PHYSICAL:**

Body Positions: Sitting, standing, crouching, kneeling, etc.

**Body Movements:** Turning head and torso, bending and flexing arms, wrists and fingers, use of hands for keypunching, reach with hands and arms. Must be able to

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climb stairs without great difficulty. Must be able to lift catalogues. Most of day spent sitting at desk working with computer and telephone with customers and vendors.

Body Senses: Must be able to see, hear and have full power of speech.

**Mental:**

Language: Must be able to read, write and speak English sufficiently well to follow written and verbal instructions, etc., and communicate effectively in person, phone or e-mail with other employees, customers and vendors. Preferred bilingual (French/English).

Mathematics: Ability to perform routine mathematical operations and to accurately compute and calculate costing, selling prices, profit margins, etc.

**RESPONSIBILITIES**

- Take customer phone calls, fax and e-mail enquiries and orders, etc.
- Accurately process quotes and orders through our computer system
- Research products for customer needs using the resources of own experience, other inside co-workers and customer Outside Salespeople, vendors, etc.
- Promote company focus products and/or limited-time promotions
- Continually elevate own training levels for major lines by reading catalogue material, on-line training, vendor training sessions - identify and communicate own internal training needs
- Prioritize tasks based both on experience, customer, and directives from Manager and Outside Sales
- Follow up quotes and report reasons for loss back to Manager or Outside Sales
- Work with other employees, vendors, etc. to ensure customer needs are met within company capabilities
- Identify and communicate sales leads and potentials for growth
- Establish rapport with the end user to complement our outside sales efforts
- Ensure company profit goals met on each sale

**Other Responsibilities:**

- Respect the confidentiality of company, customer, or personnel information
- Perform other tasks as required by the Manager Inside Sales
- Read and follow company policies as outlined in your Employee Handbook

This is not necessarily a complete list of responsibilities associated with this position. While intended to be accurate, the company reserves the right to revise duties or to require that additional or different tasks be performed when circumstances change due to emergencies, changes in personnel, work load, rush jobs, technological developments, etc.

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**MEASURES OF PERFORMANCE**

- Orders and enquires processed in a timely manner within target turnaround times
- Orders, quotes and returns completed accurately
- Customers satisfied with order and quote service levels
- Minimal number of returns and/or Accounts Payable costing discrepancies due to inside salesperson error
- Workplace neat, tidy and organized
- Positive feedback from customers
- Positive feedback from other employees

**NOTE FROM THE PRESIDENT**

*I would like every employee to recognize that he/she plays an important part as a member of the Haskins team. We are very proud that Haskins Industrial has earned a reputation for providing quality products and services since 1968.*

*Every employee is expected to perform his/her role in an effective and professional way, and to respect other employees, customers and vendors.*

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**ACKNOWLEDGEMENT**

I have carefully read the contents of this job description and believe I understand what is expected of me. It is my responsibility to ask my Manager for clarification if needed.

\_\_\_\_\_  
Inside Salesperson - Industrial

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Inside Sales

\_\_\_\_\_  
Date