

DOMINION ELECTRIC SUPPLY COMPANY, INC.
POSITION DESCRIPTION: INSIDE SALES REPRESENTATIVE

Date Prepared: August 30, 2015

Job Objectives:

Primarily responsible for interfacing with customers to process orders and inquiries through quoting product prices, providing delivery specifications and payment terms and by offering substitute products where applicable. May be assigned to one or more Outside Sales Representatives, providing sales support and customer service for specific customers. Additionally, this position:

- Processes telephone orders by quoting product, prices, delivery specifications and payment terms and by offering substitute products where appropriate.
- Assists outside sales personnel by processing priority transactions.
- Increases business by selling to customers in addition to taking orders.
- Gathers marketing information regarding customers, competitors and pricing as well as implements sales strategies set forth by senior management.
- Establishes and maintains customer relationships, communications with customers and co-workers to provide technical information.
- Participates in training opportunities to enhance and maintain personal and product knowledge.
- Gains familiarity with the day-to-day operations of the business and participates in improving operations by offering potential alternatives to existing methods.
- Performs project management on job quotes and open orders.

Essential Job Functions: (Functions essential to attaining job objectives; describe in terms of end result, not process for getting there):

- Exhibit a positive, friendly and helpful attitude with customers and to be sensitive to their needs.
- Consider all aspects of selling including: vendor relationships, profit and loss
- concepts, long and short term goals of the company.
- Prioritize and manage multiple tasks and deadlines.
- Write routine reports and correspondence.
- Communicate effectively to customers and employees.
- Assess & respond to customer needs.
- Perform basic mathematical calculations required to accurately complete assigned tasks (i.e. margins)
- Interpret a variety of instructions furnished in written, oral, or schedule form.
- Use sound judgment, listening and problem solving skills to analyze customer problems and to recommend the proper course of action.
- PC proficiency for data entry and utilization of Microsoft Office applications.

CRITICAL SKILLS/EXPERTISE/LICENSES (Needed for this job specifically): High school diploma with minimum 2 years related experience

EQUIPMENT / DEVICE OPERATION:

<p>List all computers, or other hardware required to perform this job: Desktop computer workstations</p>	<p>List all computer software required to perform this job: Company management software, Office management software – i.e. word processing, spreadsheets, Timeclock entry</p>	<p>List all office machines required to perform this job: Printers, copiers, telephones</p>
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List any other machines (including heavy equipment) required to perform this job: N/A	List all tools involving manipulation that are required to perform this job: N/A	List all vehicles that must be operated to perform this job: None
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PRIOR EXPERIENCE WITH ANY EQUIPMENT/MACHINES/SOFTWARE REQUIRED: No

PHYSICAL REQUIREMENTS:

Check each of the physical abilities required to perform the essential functions of this position. Please comment in the space provided to elaborate or further or explain this position's mental capability needs.

X	PHYSICAL REQUIREMENTS
X	Balancing: Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery, or erratically moving surfaces
X	Bending and Stooping: Bending body downward and forward by bending spine at the waist (6 hours per day)
X	Climbing: Ascending or descending ladders, scaffolding, ramps, poles, and other devices using feet and legs and/or hands and arms. Body agility is emphasized
X	Climbing Stairs: Ascending or descending stairs to gain access to a building or to move between floors
	Crawling: Moving about on hands and knees or hands and feet (___ hours per day)
X	Light Carrying: Physically transporting items weighing less than 15 pounds from one location to another.
	Moderate Carrying: Physically transporting items weighing 15 to 44 pounds
	Heavy-Carrying: Physically transporting items weighing 45 pounds and over
	Fingering: Picking, pinching, typing, or otherwise working primarily with fingers rather than with the whole hand or arm
X	Grasping: Applying pressure to an object with fingers (including thumb) and palm
X	Hearing: Ability to hear enough to be able to detect specific noises, proper equipment operation; understand what employees/clients are saying in normal conversation.
	Kneeling: Bending legs at knees to come to rest on one or both knees (___ hours per day)
X	Light Lifting: Raising objects under 15 pounds from a lower to a higher position or moving objects horizontally from one position to another
	Moderate Lifting: Raising objects 15-44 pounds
	Heavy Lifting: Raising objects 45 pounds and over
X	Mobility Requirement: Be able to move throughout the warehouse facilities.
	Pulling Hand Over Hand: Using upper extremities to exert force in order to draw, drag, haul, or tug objects in a sustained motion (___ hours per day)
	Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or upward (___ hours per day)
X	Reaching Above shoulder: Extending hand(s) and arm(s) in any direction
	Repetitive Motion: Substantial movements of the wrists, hands, and/or fingers for sustained periods of time
X	Sitting: Particularly for sustained periods of time
	Standing: (8 hours per day)
X	Visual Requirement: Be able to see and read PC screens; detect color coding, read fine print, and/or normal type size print.
X	Walking: Moving about on foot, particularly for long distances (8 hours per day)
	Additional physical capability requirements:

MENTAL REQUIREMENTS:

Check each of the mental abilities required to perform the essential functions of this position. Please comment in the space provided to elaborate or further or explain this position's mental capability needs.

X	MENTAL CAPABILITY REQUIREMENTS
	COMPREHENSION
X	Ability to understand, remember, and apply oral and written instructions or other information
X	Ability to understand, remember, and communicate routine, factual information
X	Ability to understand complex problems and to collaborate and explore alternative solutions
X	Ability to understand opposing points of view on highly complex issues and to negotiate and integrate different viewpoints
	ORGANIZATION
X	Ability to organize thoughts and ideas into understandable terminology
X	Ability to organize and prioritize own work schedule on a short-term basis
X	Ability to organize and prioritize own work schedule on a long-term basis
X	Ability to organize and prioritize work schedules of others on a short-term basis
X	Ability to organize and prioritize work schedules of others on a long-term basis
	REASONING and DECISION MAKING
X	Ability to apply common sense in performing job
X	Ability to make decisions which have moderate impact on immediate work unit
X	Ability to make decisions which have significant impact on the immediate work unit and monitor impact outside immediate work unit
X	Ability to make decisions which have significant impact on the department's credibility, operations, and services
	COMMUNICATION
X	Ability to understand and follow basic instructions and guidelines
X	Ability to complete routine forms, use existing form letters and/or conduct routine oral communication
	Ability to compose letters, outlines, memoranda, and basic reports and/or to orally communicate technical information
X	Ability to communicate with individuals utilizing a telephone; requires ability to hear and speak effectively on phone
X	Ability to express or exchange ideas by means of the spoken word, communicating orally with others accurately, loudly, and quickly
X	Ability to make informal presentations, inside and/or outside the organization.
X	Ability to compose materials such as detailed reports, work-related manuals, publications of limited scope or impact, etc., and/or to make presentations outside the immediate work area
	Ability to formulate complex and comprehensive materials such as legal documents, authoritative reports, official publications of major scope and impact, etc., and/or to make formal presentations
X	Ability to do detailed work efficiently and calmly under pressure and deadlines
X	Ability to communicate effectively and politely with co-workers, clients, customers and the public
	MATHEMATICS
	No mathematical ability is required
X	Ability to count accurately
X	Ability to add, subtract, multiply, divide and to record, balance, and check results for accuracy
	Ability to compute, analyze, and interpret numerical data for reporting purposes
	Ability to compute, analyze, and interpret complex statistical data and/or to develop forecasts and computer models