



Inside Sales Account Manager

Summary:

Steel Warehouse has an opportunity for an Inside Sales Account Manager. The position requires managing and maintaining existing and new Accounts by entering and expediting orders, problem solving and forecasting inventory needs to satisfy the business needs of the customer. The applicant must be able to pass a pre-employment comprehension test, employment physical, drug screen and background check.

Essential Duties and Responsibilities:

This list is not all inclusive and may be expanded to include other duties and responsibilities as management deems necessary.

- Handle claims, issue credits or debits, handle customer issues and provide a corrective plan of action.
- Prepare inquiries for potential new customers and pricing information.
- Manage daily reports and due dates.
- Receive material, process sales orders and material assignment.
- Maintain pricing database.
- Verify purchase orders for accuracy.
- Ensure daily that all customer loads are shipped correctly.
- Build and maintain strong, long-lasting client relationships
- Foster “partnership” status relationships with customers
- Negotiate contracts and close agreements to maximize profits
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

Qualifications:

- Ability to multi-task and prioritize daily assignments.
Communication skills, well organized and have a strong attention to detail.
- 2 year degree in Business or other relevant areas - equivalent experience will be accepted.
- Ability to understand complex written and oral instructions.
- Prior Inside sales experience highly preferred
- Good communication skills, enthusiasm, well organized, and have a strong attention to detail
- Ability to multitask and prioritize tasks
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Some knowledge of steel grade specifications desired