

**GENERAL DISTRIBUTING  
POSITION DESCRIPTION  
INSIDE SALES REPRESENTATIVE**

Reports To: Branch Manager

Incumbent:

Sean Kelley: \_\_\_\_\_  
Branch Manager, Great Falls

Approved By: \_\_\_\_\_  
Glenn Bliss, President

Date Assigned: \_\_\_\_\_

**OBJECTIVE:**

Responsible for delivering responsive and committed support to customers; accountable for safe and effective branch operations aligned with General Distributing Company's strategy for gross margin growth and financial/operational performance.

**KEY RESPONSIBILITIES**

- Inside Sales
- Operational Support
- Administrative Support

**Inside Sales**

- a. Cultivate relationships with new customers and maintain existing relationships by assisting customers, both walk in and via phone.
- b. Answer questions regarding products.
- c. Organize the show room and keep it adequately stocked with inventory levels. Oversee the accuracy of inventory throughout the store.
- d. Meet with manufacturer reps and suppliers regarding new products, product applications, promotions, etc.
- e. Assist branch manager and outside sales personnel as needed.
- f. Attend weekly Monday morning meeting.
- g. Participate on Saturday rotation.
- h. Other duties as assigned.

**Operational Support**

- a. Assist with inventory cycle counting and inventory control of products.
- b. Assist purchasing manager with inventory adjustments and physical year-end inventory counting.
- c. Support warehouse with inbound and outbound freight, with accuracy.
- d. Assist in the pumping of industrial and medical liquid vessels.
- e. Support delivery driver and hot-shot deliveries as needed.

**Administrative Support**

- a. Assist to insure store is opened and closed (secured) each day.
- b. Run daily cash reports. *Accuracy of these cash reports is critical.*
- c. Verify all paperwork is done properly and accurately.
- d. Utilize the ACM properly for incoming traffic that has cylinders.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

### **INTERFACE**

**Internal:** Must positively interface at all levels including particular emphasis with purchasing, inventory management, shipping and receiving, and all other branch personnel at your location.

**External:** Must maintain positive interface with customers, manufacturers, and manufacturer reps.

### **SPECIAL REQUIREMENTS**

1. Effectively work with customers in identifying product needs and application. Exhibit willingness to service customer in professional manner.
2. Make fair and logical decisions concerning return of defective products, customer credit issues, or other customer/sales related problems.
3. Must be able to communicate effectively with our internal and external customers.
4. Basic understanding of financial ratios including gross margin dollars and gross margin %.
5. Good understanding of both personal computer operations, Microsoft Office, and TIMS Computers Unlimited system.
6. Must be able to drive a fork lift.
7. Have the ability to lift 100#.
8. Must have or be able to obtain a Class B CDL, with HAZMAT & air brakes endorsement.

### **EQUIPMENT UTILIZED:**

1. Forklift
2. Hand trucks
3. Various hand tools
4. General office equipment— Computers, copiers, faxes, etc.