



JOB DESCRIPTION

Job Title: Inside Sales Manager

Reports To: Division Manager

Department: Inside Sales

Experience and Requirements:

- Five (5) or more years of experience in the metals industry
- Knowledge of structural products, specifically structural shapes (WF, CH, L, Bar), plate and structural tubing
- Sales and Management experience
- Demonstrated ability to grow sales and margins
- College degree preferred
- Strong interpersonal and organizational skills
- Supervisory skills
- Ability to handle busy, stressful situations including multi-tasking

Job description includes, but is not limited to:

- Be responsible for insides salespeople
- Make joint sales calls with outside sales to promote Chatham products and services
- Be a resource for salespeople by assisting in quoting, sourcing, and customer service
- Be responsible for accurately converting quotations into orders
- Follow up on quotations and orders in process
- Coordinate with processing order completion and customer expectations regarding delivery and quality control
- Develop relationships with key and prospective customers
- Support, encourage and participate in the communication between inside and outside sales
- Monitor division stock position and communicate with purchasing on open orders, transfers and receipts
- Be a member of the Division Management Team and participate in ensuring the success of the division in all areas
- Look for improvement opportunities with the framework of our quality system

The company may change these job requirements at any time and employees may be required to follow other job related instructions and to perform other job related duties at the direction of the supervisor. This job description does not alter the at-will nature of employment.

Employee's Signature

Date

Supervisor's Signature

Date