

Department: Inside Sales/Project Management

Reports to: Inside Sales Manager

Inside sales is catalyst for the success of our business. The function calls for a dynamic individual capable of demonstrating leadership skills in multiple situations. The role requires an individual to work closely with PPC outside sales, distributors and direct customers to create custom tank systems based on each situations unique factors. Additionally, the role is responsible for supporting all aspects of projects and opportunities to the point of an order being closed.

Essential Duties and Responsibilities:

- Enhance the PPC brand.
- Make good on the promise of “Solutions Simplified”.
- Create a sense of urgency to understand customer needs, demands, and expectations
- Design custom tank systems that deliver customer value.
- Own projects and opportunities from start to finish.
- Be curious to gather knowledge that influences the customer throughout the decision-making process.
- Engage effectively with internal and external customers.
- Gather and share market intelligence.
- Keep Inside Sales Manager informed.

Behavior Focus: Internalize all 19 behaviors with special focus on the following.

- o Empathetic Conduct -- To understand
- o Thinking Focus -- Outside In
- o Value Added -- Sell Value
- o Operating Behavior -- Proactive
- o Results Measurement -- Quantify
- o Performance Drive -- Effective
- o Emphasis -- What’s Right
- o Problems Solving -- Solver
- o Customer Intensity -- Always

Business Principle Focus:

- o Increased Sales Revenue
- o Expanded Margins
- o Strengthened Competitiveness
- o New Customers

Selling Skills:

- o Communicating
- o Concentrating
- o Listening
- o Closing