

Würth Electronics Midcom Inc.

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Midcom**TITLE OF POSITION:** Inside Sales Representative**DEPARTMENT:** Sales**REPORTS TO:** Inside Sales Manager

POSITION PURPOSE: As an Inside Sales Representative (IDM), you will work cooperatively with the area sales managers (ADM) within the region to grow existing customers, create new customers, and meet or exceed monthly sales goals with a concentration on gross profit. You will be the primary contact for customer inquiries as they place orders, communicate schedule changes, and request product pricing and availability. Together with the ADMs, and in keeping with our “more than you expect” philosophy, you will coordinate product sales and delivery in a fashion that exceeds our customers’ expectations. Dedication to achieving regional goals will be critical to the success of overall business.

POSITION DUTIES:

- Focus on increasing sales and gross profit at small and medium sized customers by providing product and technical information in a timely manner (inquiries are responded to in the same day in which they are received), recommending alternate products based on availability or specifications, and supporting ADMs in their daily work
- Maintain regular contact with established customer base by following up on samples, asking about future projects, and calling to set up customer visits, with an emphasis on developing long term relationships, to achieve regional sales goals. Travel within the region with the ADMs will be required up to four times per year
- Generate quotations and remain attentive of customer’s annual purchase agreements and support to ADMs in relevant negotiations. Responsible for managing customers’ MRP, EDI, VMI details, and open order reports
- Accurately process customer transactions including, but not limited to, literature and sample requests, monitoring of scheduled shipment dates to ensure on-time delivery, and expedite as needed, processing of customer complaints (including return material authorizations and corrective action requests), and new engineering design inquiries for custom products

- Actively request forecasts from customers and communicate to supply chain any planned customer forecast requirements or unexpected increases or decreases in demand for products
- Proactively contact customers following sales to ensure ongoing customer satisfaction, assist ADMs in educating customers on all products, and increasing market share through cross-selling, up-selling, and add-on sales
- Proficiency in both AlphaPlan (training will be included) and Oracle software systems. Use AlphaPlan to record all customer management activities and plan follow-up actions for ADMs and/or self
- Understand the basic applications, capabilities, and competitive advantages for all Würth Elektronik product lines
- Integrate ADMs, management, engineering, quality and operations personnel in customer interface situations as required
- Provide back-up to other IDMs within and outside the region as required

EDUCATION & EXPERIENCE:

- A bachelor's degree is preferred, however, a combination of secondary education and experience may be considered as a substitute
- Experience in either customer service, sales, distribution or product management is preferred