



INSIDE SALES REPRESENTATIVE

DIVISION:	Foundry	JOB CODE:	5212
LOCATION:		JOB FUNCTION:	Sales
DEPARTMENT:	Sales – Foundry	FLSA STATUS:	Exempt
REPORTS TO:	Business Unit Mgr.	EFFECTIVE DATE:	07/03/25

JOB SUMMARY

As part of the USA Foundry Sales team, the Inside Sales Representative is responsible for growing and sustaining General/House accounts, and providing excellent customer care through relationship building, customer service, and accurate, timely review and processing of quotes for customer requests.

QUALIFICATIONS

Education/Experience

Associate degree in a technical discipline plus a minimum of two (2) years of inside sales and/or engineering support in an industrial manufacturing environment, preferably within the aluminum or foundry industry; or equivalent combination of education, training and/or experience.

Valid driver's license required.

Knowledge/Skills/Abilities

Technical Skills. Ability to review specifications in review of customer quotes and customer order accuracy. Technical mindset and the ability to understand calculations and materials. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to read mechanical drawings.

Customer Service. Proven ability to manage difficult or emotional customer situations, respond promptly to customer needs, solicit customer feedback to improve service, and respond to requests for service and assistance. Consistently meet commitments.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office Products, specifically Excel, Outlook and PowerPoint. Ability to learn and utilize Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations. Ability to work under pressure and excel in a fast-paced, self-directed entrepreneurial environment.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Ability to work independently, without significant direction to organize, prioritize work and make appropriate decisions in scope of responsibility as well ability to use resources effectively to "figure it out". Strong critical thinking skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.



Professional Investment. Demonstrated commitment to own personal professional development and learning. Demonstrated ability to grow technical/product knowledge.

Travel. Ability to travel by car up to 20%. Ability to maintain motor vehicle driving record in good standing, as defined by Pyrotek's driving record requirements.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Manage the growth and maintenance of general/house customer accounts, to include:
 - a) Effectively directing sales responsibility for target accounts.
 - b) Consistently establishing strong working relationships with the customer base to meet or exceed their expectations.
 - c) Continuously soliciting and developing the sale of additional products via telephone or and in person.
 - d) Assuming accountability for meeting/exceeding sales and gross profit targets for assigned accounts.
 - e) Continuously prospecting for new customers.
 - f) Ensuring accurate and timely trip reporting and internal communication with management utilizing CRM.
 - g) Proactively identifying decision makers among target accounts to initiate the sales process.
2. Ensure excellent customer service is provided to customers, to include:
 - a) Effectively fielding customer sales calls.
 - b) Continuously providing courteous and responsive feedback to customers.
 - c) Consistently establishing positive working relationship with end customers.
 - d) Regularly and effectively visiting customers at their facilities for the purpose of selling, building customer rapport and/or training.
3. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
4. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
5. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
6. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
7. Actively support compliance with all relevant ISO (International Organization for Standardization) management system standards by establishing, implementing, and/or maintaining processes needed for internal and external communication relevant to the EMS (Environmental Management Systems), including what, when, and with whom to communicate. Respond to relevant communications related to the EMS.
8. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
9. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
10. Perform other tasks as assigned.



PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, team member will work in both an office and manufacturing environment. While in manufacturing areas, team member may also be exposed to moderate background noise, moderate amounts of airborne dust, presence of natural and artificial light, exposure to work temperatures from ambient to controlled, hard surfaces for standing and walking. Personal Protective Equipment (PPE), such as approved footwear, safety glasses/goggles, respirators, etc., may be required.

Team Member's Signature

Date