

JOB DESCRIPTION

Job Title:	Inside Sales Representative	Reporting Manager:	Stuart Blyth
Location:			
Job Purpose:	<p>Responsible for managing the order and sales requests of MRC Global customers. This is done through customer telephone calls, emails and faxes, providing quotations, enter these into SAP and follow the order through to delivery.</p> <p>This role involves liaison with and taking direction from the branch manager, to ensure customer expectations are met or exceeded.</p> <p>Expediting materials, liaising with suppliers and customers, purchasing, facilitating processing and transport contractors and updating the Account Manager will be essential to this role.</p>		
Working Hours:	40 hours per week 8 hours per day	Position Type:	Full Time

ESSENTIAL DUTIES AND RESPONSIBILITIES (not all inclusive)

INDIVIDUAL MUST BE ABLE TO PERFORM THE ESSENTIAL DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION

MRC RESERVES THE RIGHT TO MODIFY THIS DESCRIPTION AT ANY TIME, WITH OR WITHOUT NOTICE.

- Frontline customer service via way of internal phone, fax and email requests,
- Prioritization of workload and time management for internal activities,
- Develop and submission of offer/quote documents within DOA guideline of authority to MRC Global customer base,
- Entry of sales orders as required within DOA guidelines,
- Maintain appropriate levels of ongoing contact with customers,
- Assist the Branch Manager to generate new business growth to meet budgeted growth targets of sales revenue and margins for assigned territory,
- Involve self where required to provide information to assist in setting margins and pricing levels for customers in line with MRC Global DOA guidelines,
- Manage customer service issues to resolve (including credit claims) and follow up to ensure customer and business satisfaction,
- Excel in frontline customer service, whilst establishing and maintain good rapport with both internal and external customers,
- Document all relevant customer contact as required,
- Provide any relevant information to assist identify new business development opportunities within relevant market segment,
- Identify and recommend opportunities to improve current business practices and procedures,
- Monitor market conditions uses such information to gauge customers' needs and competitor activity and report to manager,
- Operate within all areas of MRC DOA Policy and Guidelines and as instructed by supervisor,
- Ensure appropriate handover of current work in progress to supervisor to ensure MRC customer Service levels are maintained when planned absence from business has been approved,
Present MRC and self in a professional manner to all stakeholders

JOB DESCRIPTION

EDUCATION, EXPERIENCE, & ABILITY REQUIREMENTS

- Sound product / industry knowledge.
- Previous experience in sales of pipe, fittings and valves is preferred but not essential.
- Technical and supply knowledge of the Valve products is highly regarded.
- Aptitude for cold calling / lead conversation.
- Reliable and self motivated,
- Excellent written and verbal communication,
- Accurate and uncompromising attitude to quality,
- Good work ethic,
- Self Starter,
- Continually looking to develop self in product knowledge and selling skills,
- Good time management and organization skills,
- Team focused.
- Excellent Microsoft experience and computer skills.
- Experience with valves and piping materials.
- Relevant tertiary qualifications (partial or complete).
- SAP Knowledge

MRC promotes equal opportunity employment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, sexual orientation, national origin, disability, age, or any other impermissible criteria under law

MRC Global is wholly committed to maintaining a culture of safety at work and within it's operations on a worldwide basis. Proactively maintaining this culture and strict compliance with our safety policies is everybody's job.

MRC Global is committed to carrying out it's worldwide business operations in accordance with the highest standards of integrity and in compliance with applicable laws. Compliance with the Company's Code of Ethics and related compliance and business integrity policies is an essential component of each employee's job.