

Inside Sales Manager – TCI Precision Metals

Responsible for managing a group of Inside Sales Representatives to be as effective as possible. In collaboration with Business Development, responsible for the overall sales results and organic growth of the business. They are tactical and driving, ensuring that the Inside Sales team is managing customer expectations through timely quotes, order entry and top-notch customer service. They are someone who leads by example and personal achievement and is willing to demonstrate a highly effective selling skill as their leadership style. This is a Player/Coach role. They are responsible for measurable results including increased customer service, increased win-rate, prospecting, and high customer retention. Success will be defined as a cohesive, attentive and active sales team, increased sales year-over-year and happy customers with good relationships/partnerships.

The Inside Sales Manager must:

- Have a strong working knowledge, or technical mindset to quickly learn metals, particularly aluminum and steel, commercial aerospace and/or other similar industry segments.
- Being familiar with industrial customer culture, decision processes, buying habits, and similar attributes is key.
- Be dedicated to processes, metric performance and accountability.
- Be a coaching, collaborative personality, building on the strengths of others.
- Be hands-on, undeterred by doing all the tasks required of a situation.
- Be an active, planning, working peer of the team
- Be proficient in Excel spreadsheets, and able to manipulate data within
- Have a high working tempo, setting the standard for others by demonstrating a passion for sales wins.
- Be a dedicated business developer – committed to winning as a team, and not as an individual.
- Be factual.
- Learn about customers and their needs through data-driven research to ensure ultimate connection with TCI's capabilities.
- Have a willingness to learn, and to effectively communicate across a broad spectrum of demographics pertaining to customers, suppliers, and sales team members alike.
- Value the strengths of others, and thoughtfully consider the views of others, no matter what their "level".
- Hold true to TCI's core values: Safety, Excellence, Respect, Integrity, Responsibility, Teamwork, Lean and Fun.

Desired Personal Attributes:

- Attention to detail and the ability to stick to game plan.

- Relentless, action-oriented focus on moving into, up, down, and through accounts.
- Must be self-motivated, organized, creative, and possess strong leadership skills.
- Must maintain a positive can-do, nothing is impossible attitude.
- Must possess excellent problem-solving skills.
- High-energy.

Essential Duties

The following duties are considered essential to the job. Qualified individuals must have the ability - with or without reasonable accommodation - to perform the following duties but not limited to:

- **Department Leadership:**
 - Guide the Inside Sales Department by developing and implementing short-range objectives, action plans, internal controls, policies and procedures and monitoring and reviewing each function to ensure goals and objectives are met or exceeded.
 - Maintain a sales and customer service staff by recruiting, selecting, on-boarding, training and coaching employees.
 - Ensure that the responsibilities of direct reports (if any) are being completed per their own specific Job Descriptions and timelines.
 - Foster a communicative and collaborative environment with other departments.
- **Customer Development and Satisfaction:**
 - Maintain a high level of communication and relationship with our customers, including regular meetings to understand and anticipate their needs, embracing the ideal that as the customer grows so does TCI.
 - Act as the direct point of contact for any and all high-level customer-related issues.
 - Onboard all new customers
- **Quoting and Sales:**
 - Understand and actively teach and modify quoting process for accurate pricing, with knowledge of all manufacturing operations.
 - Establish sales objectives by forecasting and developing annual sales quotas and pipelines for regions and territories, projecting expected sales volume and profit for existing and new products
 - Maintain sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors
 - Work with Sales Team and Management to establish and adjust selling prices by monitoring costs, competition, and supply and demand, while maintaining appropriate gross margins
 - Partner with Sales Director on large requests for quotations for optimal price and delivery strategy
- **Tactical Guidance**
 - Review contracts, quotes, sales documents and forms for completeness and compliance with TCI policies and procedures
- **Reporting and Systems**

- Analyze reports and reporting tools, and take appropriate actions
- Oversee development of TCI's CRM contact database
- Develop and submit reports for management review
- **Ready-to-Ship Product Line**
 - Create and maintain pricing schedules for all catalog customers and internal online store