



Job Title:	Inside Technical Sales Representative	Exemption Status:	Non-exempt
Department:	National Accounts	Position Level:	Professional
Reports To:	National Account Program Manager	Travel Required:	Minimal--up to 10%
Position Status:	Full-Time	Location of Job:	Windsor

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

Under the leadership of the National Accounts Program Manager, the Inside Technical Sales Representative assists the sales team by searching for and generating sales leads for the Diesel Forward National Accounts Team. Answer phone calls from Diesel Forward National Fleet customers to maintain current and gain new product business. Work with National Account Strategic Sales Representatives in closing newly gained business and provide new customers with follow up.

Key Departmental Responsibilities

- Identify revenue opportunities, using the Diesel Forward Sales Pipeline as a guide. Follow up on open leads as a means of generating new business for Diesel Forward National Accounts.
- Set up new customers, pricing levels, monitor accounts, and performs needed account maintenance.
- Perform part number cross-referencing and identify new product opportunities.
- Work closely with Technical Service, Warranty, Customer Service, Marketing, and Pricing personnel.
- Support Diesel Forward new product launches by providing awareness of new products to customers.
- Engage in technical discussions with potential customers through virtual demonstrations and/or presentations.
- Remain knowledgeable and up-to-date on changes and developments in the industry.
- Operate within conformance of the Quality Management System.
- Seek out ways to provide continuous improvement within Diesel Forward.
- Perform other duties and assignments as required.
- Provide feedback on system needs/changes.

Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.

3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

Bachelor's degree preferred. Experience in Customers Service/Sales. Computer skills are important with Microsoft Office experience required. High motivation and initiative level, ability to multi-task.

Equipment/machinery/programs used:

Computer, General office equipment, Microsoft Office (Outlook, Excel, PowerPoint)

Other information related to job:

Support of company goals and policies by supporting and implementing changes is imperative.

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	11-7-17	All	Authored for ISO 9001:2015 compliance.