

HDPE Inside Sales Representative

The Harrington Corporation (Harco Fittings)

Location: Stevensville, MT

Job Type: Regular Full-time

About Us

The Harrington Corporation (HARCO) was founded in 1966 in Lynchburg, Virginia, to produce push joint ductile iron pipe fittings. Since then we have introduced pipe fitting and valve products for PVC, Polyethylene, and Ductile Iron pipes serving Waterworks, Sewer, Plumbing, Irrigation, and Drainage applications and markets. Many of these products were first of a kind. In addition to excellent customer service we are dedicated to developing new products that are “engineered for durability” to provide our customers more and better solutions. Go to www.harcofittings.com to learn more about us.

Overview:

Inside Sales Representative – HDPE will promote and sell HARCO fittings and fabrications into all markets served. HARCO sells solely through distributors and at times interacts with end users, engineering firms, and contractors. The Inside Sales Representative must have excellent skills selling and managing customers over the phone and through email. Our Inside Sales Rep works with customers to find what they want, create solutions and ensure a smooth sales process. Our Inside Sales Rep is friendly, well-spoken and ready to close the deal. You will demonstrate excellent customer service and professionalism during calls and follow up with customers. You will develop leads, through business directories, client referrals, etc., and seek opportunities to present additional products to current customers. As our voice of HARCO, our Inside Sales Rep must have strong written and verbal communication skills as well as have the ability to convey the voice of the customer effectively to other departments in order to achieve our company philosophy of “extraordinary customer service”.

Responsibilities & Duties:

- Respond to all incoming sales phone calls and emails.
- Prioritize the order in which you respond to customers based on the following (in this order):
 - Date and time the request was received
 - Complexity
 - Total number of fittings
- Explain our engineering limitations; emphasize the intelligent application of our products and services.
- Confirm the specifications dictated by the client can be achieved by our current state of production capabilities or approved acquisitions/augmentations of manufacturing equipment.
 - Acquisitions or augmentations of manufacturing equipment must be approved by Production Management.
- Calculate pricing, draft formal quotes with terms & conditions & disclaimers in Traverse/ACCPAC, and deliver finished quotes to customer(s).
 - Calculate pricing via the current state of regional multipliers and/or competitors pricing. Confirm an acceptable profit is earned on all quotes submitted to customers. If estimated profit is not acceptable, the HDPE Market Manager or VP of Sales must approve and sign off.
 - All quotes must be drafted in Traverse/ACCPAC and delivered by e-mail. Copy corresponding representative(s) and/or outside sales personnel.
 - All quotes must be delivered within 24 hours of request. If the job exceeds our normal capacity, more time will be allowed, per the Sales Manager’s discretion.
- Quote lead times by communicating with Production and Purchasing Management (if materials must be procured). Lead times must include procurement time of required materials not in stock (if applicable).
 - Lead Time = production time + materials procurement time (if applicable).
- Confirm all necessary materials required to build proposed fittings are in stock or available for order. Material availability confirmations must be performed. If the accuracy of on hand quantities is in

question, have Inventory Control perform a physical stock check. Communicate with Purchasing to procure materials and manage delivery.

- Submit customer drawings | sketches | descriptions, along with a purchase order that consists of materials identified by proper part numbers, to our Engineering Department. Then, submit our drawing to the customer for approval and signature. Said drawings may fulfill the following requirements, as dictated by the client: Specification approval; Installation; or, Manufacturing.
- Apply proper part numbers to fabricated and molded fittings on customer purchase orders.
 - New part numbers need only be created if the materials/fittings in question have not been purchased/built before.
 - New part numbers must be input before quotes/orders can be entered.
 - New part numbers must coincide with the guidelines dictated by our purchasing/procurement management and our conventional numbering system/protocol.
- Provide tracking information and ship date to customer(s).
- Determine freight quotes and deliver to customers, if requested. Shipping will provide initial freight quotes then sales will apply additions, if necessary.
- Provide input and information when management is deciding whether, or not, we will put a product return back into stock.
- Create new customer relationships. Research new opportunities and contact accordingly. This should be in accordance with HDPE Market Manager or VP of Sales & Marketing directive and approval.
- Contact existing customers on an interval to offer support.
- Enter orders as necessary.
- Follow up on quotes without a response after 10 working days; call client for a status update.
- Provide prompt, extensive, specialized customer support when a fitting fails.

Qualifications:

- High school diploma or equivalent required
- 3+ years of experience with HDPE piping fabrication and applications
- Four year college degree, BA or BS (or equivalent experience) is preferred but not required
- Possess excellent customer service skills. Creative and solutions minded
- Must be knowledgeable of HDPE products and applications
- Excellent oral communication skills
- Ability to lift up to 50 pounds
- Willingness to work varied shifts that might change weekly
- Ability to establish rapport and closing sales
- Able to effect change for a positive outcome both internally and externally. Calmly handles crises minimizing escalation and profit loss.
- Superior organizational and time management skills. A professional with the ability to set priorities and to focus on objectives. Thinks and plans ahead.
- Strong computer skills and proficient in MS Office
- Communicate effectively with inside sales team and other departments when necessary
- Must be authorized to work in the United States

Work Schedule:

- 1st shift
- Monday – Friday 8am-5pm; overtime hours as needed. Shift hours may change.

We offer great benefits to include competitive pay, medical/dental insurance, 401K matching, paid holidays, vacation, and sick leave. We are an Equal Opportunity Employer.

Pay rate: Based on experience