

**THE CONRAD COMPANIES**  
**Job Description**

**Job Title:** Inside Sales  
**Business Unit:** Conrad's Wholesale Tire  
**Department:** Sales  
**Location:** Wholesale Tire Distribution Center  
**Reports To:** Sales Manager  
**Approved By:**

**CONTRIBUTION**

Provides for customer needs in a timely and effective manner and initiates prospective customer contact to assist with building client base.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Generates prospective client base through contacting and initiating leads for outside sales staff.

Services existing client base accounts by answering calls and processing orders accurately and in a timely manner.

Maintains and develops knowledge of product lines to assist customer effectively.

Stays within guidelines of established pricing structure, special programs and delivery schedules when assisting customers.

Handles daily opening and closing procedures within company policy guidelines.

Any other duty necessary for customer service or perceived by or assigned to the role.

**PRIMARY INTERACTIONS**

The employee regularly interacts with location personnel and customers, and frequently interacts with department/branch management. The employee occasionally interacts with executive/business unit leaders and vendors.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

One year certificate from college or technical school; or six to twelve months related experience and/or training; or equivalent combination of education and experience.

The following is **critical**:

- 1 year sales and customer service knowledge and/or experience
- .5 - 1 years computer knowledge and/or experience

The following is **preferred**:

- .5 - 1 years tire, operations management, and marketing knowledge an/r experience

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to work in a seated position, use hands and fingers to operate a computer keyboard, and telephone keypad, reach with hands and arms, and speak and listen, both over the phone and in person to customers and fellow employees, in order to perform the above listed duties. The employee is occasionally required to work standing up; walk; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and outside weather conditions.

The noise level in the work environment is usually moderate.

The employee regularly works extended hours and Saturdays. The employee is occasionally required to work Sundays and evenings. The employee regularly works an average of 50-55 hours per week, and frequently attends meetings after normal business hours.

Travel between locations is occasionally required.

**MISCELLANEOUS**

The employee is required to have an acceptable driving record, in line with the stated Company Policy, and they must have a valid driver's license in the state in which they are employed with The Conrad Companies.

The employee must comply with all aspects of Conrad's Drug Free Workplace Policy.