



The Pump People.

Inside Sales Coordinator

Gorman-Rupp Industries is currently seeking an inside sales coordinator. We are seeking a self-motivated, goal-oriented individual, who will be responsible for coordinating and administrating sales efforts, managing processes within the sales department, as well as customer accounts, up to and including selling. This position will work with our sales primarily in the Western territory, west of the Mississippi River to California, under the direction of the Western Territory Manager. This position will require some travel, up to as much as 10%. The position will work closely with other members of the sales team, the engineering department, purchasing, quality, and production.

Responsibilities for this position include but are not limited to the following:

- Assists in selling products for manufacturer and distributors to business and industrial (OEM) establishments or individuals at sales office.
- Organizes, understands, and communicates the flow of technical information between our business and our customers. Contacts prospective leads for customer specifications to help determine necessary information for the Engineering team and Territory Managers product solution/recommendation.
- Responds to changing customers' needs with urgency.
- Maintains customer data entry for new customers, scheduling, sales data, and performance history in CRM
- Handles RMA process and warranty claims.
- Assists in sales forecasting and setting performance goals accordingly.
- Investigates and resolves customer complaints and/or concerns with urgency.
- Captures delivery dates and logistics efficiencies/shipping options based on knowledge of own firms' production and delivery schedules.
- Assist with the completion of bids and contracts as needed and maintains understanding of current process to ensure timely execution.
- Upsell/Recommend quantity increases and blanket orders that will achieve more customer satisfaction and value.
- Provide overall sales support within Salesforce to include serving as the subject matter expert around the quote building process as well as general account management.
- Assist in quotation process, as needed, by gathering and analyzing cost data, as well as preparing accurate quotes for customers and outside distributors.
- Administration of Purchase Orders for the sales department.
- Administration of the tax-exempt form process.
- Manage and maintain a good working relationship with existing customers and new customers utilizing account management skill sets.
- Maintains customer confidence and protects operations by keeping information confidential.
- Develops great working relationships between all departments within the division.
- Follows established sales and customer procedures and instructions.
- Meets quality and safety standards.
- Meets critical time deadlines.
- Ensures that work areas within scope of responsibility is clean, secure, and well maintained.
- Assists and supports sales personnel as needed.



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Keeps supervisor informed of area activities and of any significant concerns. Identifies problems and provides suggestions.

Attends meetings as required.

Completes special projects as assigned.

Perform other similar or related duties as assigned by supervision.

Job Requirements:

BS or BA degree preferred

2+ years of proven quality customer service.

Sales experience and/or customer service experience in a manufacturing environment is preferred.

Effective communicator, both oral and written.

Strong problem-solving skills, with the ability to analyze multiple variables and define practical solutions.

Ability to work cross-functionally at all levels.

Proven ability to develop processes and procedures that improves accuracy and predictability.

Cooperative and willing to assist others.

Ability to work in a fast-paced environment with the ability to multitask.

Remain current on emerging technical, competitive, and environmental trends.

Well-rounded technical aptitude with an attention to detail.

Experienced with CRM software. Salesforce and Syteline experience preferred.

Job Type: Full-time

Experience:

customer service: 2 years (Required)

manufacturing environment: 2 years (Preferred)



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