



5801 3RD AVE. SO. * P.O. BOX 80983 * SEATTLE, WA 98108

JOB DESCRIPTION

JOB TITLE: Inside Sales & Estimator
CLASSIFICATION: Non-exempt
DEPARTMENT: Container, Commercial and Paccar Sales
REPORTS TO: General Manager
SCHEDULE: Mon – Fri, 8:00 am – 5:00 pm

POSITION SUMMARY: This position is responsible for performing sales support and estimating activities to effectively service our Container, Commercial and Paccar customers.

RESPONSIBILITIES:

1. Responsible for maintaining good customer relations and communicating effectively with customers, vendors and employees in day-to-day business operations via face-to-face, telephone, email and fax.
2. Respond to customer requests for quotes.
3. Work with computer systems to enter and retrieve data to support daily sales activity.
4. Follow up on inquiries and prepare sales estimates and other documents to support department and customer requirements.
5. Process new purchase orders.
6. Set-up and maintain customer files.
7. Perform detailed material take-offs from internal or customer supplied drawings.
8. Formalize detailed labor estimates for various metal operations, work centers and assemblies.
9. Coordinate with other departments and functions (Production, Engineering, Purchasing, Shipping, Accounting, etc.) to prepare cost estimates, track jobs and manage the sales process from the initial request for quote (RFQ) to the final delivery of product to the customer.
10. Helps process credit applications and follow up on collections as directed.
11. Handle customer concerns, complaints or warranty issues effectively to help ensure that the customer is taken care of in a professional manner.
12. Participate in cost reduction efforts.
13. Help with identifying new customers, new product development and with marketing efforts as needed.
14. Help with inventory and scheduling or work through the shop.
15. Responsible for customer visits and tours of Capital's facilities as needed.
16. Manage sales process and project coordination.
17. Other duties as may be assigned.

QUALIFICATIONS:

1. One year experience in an inside or outside sales position with demonstrated ability to deal with customers.

2. High School Diploma or equivalent.
3. Blueprint reading skills.
4. Good understanding of metal forming, cutting and welding operations.
5. Have general knowledge of metal types, grades and applications.
6. Proficiency in use of computers, computer application programs and internet use.
7. Typing skills with ability to type at least 35 wpm.
8. Ability to operate other standard office equipment (copier, fax, etc.).
9. Able to speak English clearly and professionally.
10. Good verbal and written communication skills.
11. Must be organized and have the ability to multi-task.
12. Present a professional image at all times.