



Sales Operations Representative

Position Overview

If you are hardworking with a positive attitude, value family and teamwork, and looking for growth opportunity, then we may be a good fit for you!

Lapp is a worldwide leader in the wire and cable industry. We are currently looking for highly motivated future leaders interested in a technical sales career to join our distribution division at **Lapp Tannehill**.

This position is responsible for providing pre-order support to the customer and outside sales representatives. Primary activities in this role are coordinating quotes, analyzing margin / pricing, maintaining sales efforts in assigned region, calling on existing customers to increase sales revenue, and supporting the development and improvement of sales processes and initiatives in the department.

Essential Duties and Responsibilities

Primary Role: Responsible for all quoting and order entry activity for assigned regional account package

- Provides price and product availability information to customers
- Assists with sourcing as required
- Aligning with outside representatives to ensure customer information, sales opportunities and activities are accurately recorded and kept up to date in TDF CRM
- Follows up on Quotations by contacting customers by phone, email, or through the Outside Sales Representatives

Secondary Role: Responsible for calling existing customers with the intent of adding sales revenue

- Partner with the Regional Sales Managers to align direction
- Maintain strategic accounts and account responsibilities for assigned states.
- Positively support and carry out directives and change initiatives from the Customer Operations Manager effectively and efficiently.
- Solve pre-order technical or complex issues that may arise within the department.
- Partner with the Customer Operations Manager to share ideas and observations to improve overall team performance.
- Proactively promote the alignment with all internal resources to ensure producing an ultimate customer experience.
- Participate in internal collaboration in determining an appropriate course of action for a given sales opportunity based on set expectations that are consistent with the company's strategic direction.
- Act as a liaison between the customer and departments within Lapp to ensure satisfaction based on the customer's needs, costs and time constraints.
- Provides high level technical support (such as product identification and cross reference) or redirects technical inquiries to the appropriate contact.

- Assist in obtaining market data (including but not limited to competitor part numbers and pricing), and provide feedback to Management
- Provide direct support to the Outside Sales Representatives by assisting with administrative tasks when necessary.

Requirements:

- Demonstrates knowledge of product, market, and competition; Aligns work with strategic goals.
- Must possess strong administrative and analytical skills.
- Demonstrate excellent interpersonal skills, strong work ethic, and a positive attitude.
- Ability to communicate and collaborate with other departments within the organization to achieve stated objectives regarding revenue, profitability, and market share.
- Must possess excellent organizational skills and can prioritize and manage multiple projects.
- Looks for ways to improve and promote quality and efficiency.
- Applies feedback to performance.
- Must be a self-starter and possess the ability to work independently and use time efficiently and effectively.
- Upholds organizational values.
- Adheres to company policies and procedures

*Hybrid: In-office three days a week