

Job Description

DIVISION/DEPARTMENT	Fry Steel Company		
LOCATION	1211 Hook Drive, Middletown, OH 45042		
JOB TITLE	Inside Sales Representative	<input checked="" type="checkbox"/> 1 ST Shift	<input type="checkbox"/> 2 ND Shift <input type="checkbox"/> 3 RD Shift
REPORTS TO <i>(Title)</i>	Sales Manager/supervisor		
TRAVEL REQUIRED	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Occasional Travel Opportunities		
TYPE OF POSITION	<input checked="" type="checkbox"/> Full-time/Regular	<input type="checkbox"/> Part-time	<input type="checkbox"/> Exempt <i>(Salaried)</i>
<input type="checkbox"/> Temp/Agency Consultant	<input type="checkbox"/> Independent Contractor	<input type="checkbox"/> Paid Intern	<input checked="" type="checkbox"/> Non-exempt <i>(Hourly)</i>

COMPANY SUMMARY

Founded in 1948 as the Allen-Fry Steel Company, the company's name changed when John Fry bought out his business partner in 1971. Fry Steel was acquired by Reliance Steel & Aluminum in 2020 where we remain under a large corporation with a family of companies. Today, Fry steel is an established ISO 9001/AS9120 certified general line, long bar distributor. The company headquarters from a 180,000 square foot warehouse located in Santa Fe Springs, California. Fry Steel performs cutting services on its diverse product assortment of over 8,000 types and conditions of long bar product. We offer next business day delivery on in-stock local deliveries through its proprietary fleet of trucks. The company prides itself as a "source of Service" for all grades of metal bars.

JOB SUMMARY

An Inside Sales Representative in the metal industry plays a crucial role in generating revenue for the company by proactively selling metal products and services to new and existing customers. This role involves working from within the company's office, typically alongside a team of sales professionals, to drive sales growth and meet or exceed sales targets. This job family also includes positions providing customer service and serving as customer service points of contact as well as marketing positions responsible for collection, analysis, and dissemination of information on movement, demand, prices, marketing trends, and other facts relating to the marketing of Reliance products.

DUTIES AND RESPONSIBILITIES *(Denote essential functions)*

Customer Engagement:

- Establish and maintain strong relationships with customers by understanding their needs and requirements.
- Respond to customer inquiries promptly, providing product information, pricing, and technical specifications.

Sales and Lead Generation:

- Identify potential customers and generate sales leads through various methods, following up on large quotes, emails, and referrals.
- Conduct market research to identify trends, competitors, and opportunities for growth.

Product Knowledge:

- Develop a deep understanding of the company's metal products, including their features, benefits, and applications.

- Educate customers about the quality, durability, and performance of the metal products.

Quoting and Pricing:

- Prepare accurate and competitive price quotations for customers.
- Negotiate pricing and terms to close deals while maintaining profitability.

Order Processing:

- Process customer orders accurately and efficiently, ensuring all details are correct.
- Coordinate with other departments, such as production and shipping, to fulfill orders on time.

Sales Tracking:

- Maintain sales records and track customer interactions.

Customer Support:

- Address customer concerns, complaints, or issues in a timely and professional manner.
- Collaborate with customer service teams to ensure customer satisfaction.

Goal Achievement:

- Work towards achieving and exceeding sales targets and quotas set by the company.
- Continuously seek opportunities to upsell or cross-sell additional products and services.

Market Feedback:

- Gather feedback from customers regarding product quality, performance, and market trends.
- Share market insights and feedback with the sales and product development teams.

OTHER DUTIES & RESPONSIBILITIES *(non-essential, i.e., backup duties)*

- As assigned by management

REQUIRED & PREFERRED QUALIFICATIONS

EDUCATION (either of the following):

- Minimum of 2 years' sales experience – metals industry preferred
- Associate Degree preferred
- Strong phone presence and listening skills.
- Excellent verbal and written communication skills
- Ability of multi-task, prioritize and manage time effectively.
- Ability to apply mathematical concepts such as fractions, multiplication, ratios, and proportions to practical situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited

standardization exists

EEO / AAP STATEMENT

We are an Equal Opportunity/Affirmative Action Employer. All persons shall have the opportunity to be considered for employment without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by applicable federal, state, or local law.

We will endeavor to make a reasonable accommodation to the known physical or mental limitations of a qualified applicant with a disability unless the accommodation would impose an undue hardship on the operation of our business. If you believe you require such assistance to apply for the position or to participate in an interview, please let us know.

Fry Steel Company provides reasonable accommodation for individuals protected by Section 503 of the Rehabilitation Act of 1973, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, and Title I of the Americans with Disabilities Act of 1990.

LEVEL OF EDUCATION *(Check applicable box)*

N/A High School/GED Associate degree Bachelor degree Master degree Doctoral degree

JOB LEVEL *(Check applicable box)*

Associate Lead Supervisor Manager Director Vice President

PHYSICAL REQUIREMENTS / WORK ENVIRONMENT *(Check appropriate category)*

CHECK APPROPRIATE CATEGORY TO FUNCTION IN THE JOB

- Sedentary work** - Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.
- Light work** - Exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg control requires exertion of forces greater than that of sedentary work and if the worker sits most of the time, the job is considered light work.
- Medium work** - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work** - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work** - Exerting more than 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

Physical Requirements *(Check if essential to perform the job)*

- Stand or Sit (Stationary position)
- Walk (Move, Traverse)
- Use hands/fingers to handle or feel (Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position)
- Climb (stairs/ladders) or balance (Ascend/Descend, Work atop, Traverse)
- Stoop, kneel, crouch, or crawl (Position self (to), Move)
- Talk/hear (Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information)
- See (Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess)
- Pushing or pulling
- Reaching
- Repetitive Motion

Environment

- Office setting; controlled temperature environment
- Field & Office setting; predominately controlled temperature environment
- Warehouse/Field setting; minimal temperature environment

TRAVEL REQUIREMENTS *(Check applicable box)*

<input type="checkbox"/> Not Applicable	<input checked="" type="checkbox"/> Up to 10%	<input type="checkbox"/> Up to 25%
<input type="checkbox"/> Up to 50%	<input type="checkbox"/> Up to 75%	<input type="checkbox"/> Up to 100%

SUBMITTED BY:

PRINT/TYPE NAME	TITLE	SIGNATURE	DATE
-----------------	-------	-----------	------

APPROVED BY:

PRINT/TYPE NAME	TITLE	SIGNATURE	DATE
FRY STEEL – A RELIANCE STEEL & ALUMINUM OWNED CO. IS A DRUG FREE WORK ENVIRONMENT EEO/AA/DISABILITY/VETERAN			