

**MCWANE DUCTILE OHIO**  
**EXTERNAL NOTICE OF SALARIED JOB OPENING**

**Date: February 16, 2024**  
**Job Title: Inside Sales Representative**  
**Department: Sales**  
**Reports to: Sales Manager**

**Employment: Full Time (Min 40 hours)**  
**FLSA: Non – Exempt**  
**Shift: 1<sup>st</sup>**

McWane, Inc. is an equal opportunity employer. Employment is made available to all persons without regard to race, color, religion, sex, national origin, age, and marital status, disability that does not prohibit performance of essential job functions with reasonable accommodation, Vietnam Era or veteran status. This policy applies to hiring, placement, recruitment, rates of pay or other forms of compensation, benefits, promotions, transfers, layoffs, recalls, Company-sponsored training, terminations, and other employment-related activities.

**Summary:** This is a customer service position which involves all phases of the customer ordering process from receiving order to order entry to set-up of shipment. Along with this the customer service representative may be involved with pricing material for customers, processing quality complaints, issuing credits, tracking down delivery receipts, and active involvement (when called upon) in LEAN events/activities.

**Essential Duties and Responsibilities** include those listed below. Other duties may be assigned. This position is a full-time (minimum 40 hours per week) on-site position.

- Occasional Weekends required
- Assist customers on the telephone with any questions they may have, check stock and price items requested, handle any customer problems / complaints / requests.
- Enter customer POs into MAS order entry system and monitor orders through production and shipment and afterwards if necessary. This includes but is not limited to:
  - o Checking prices / or figuring prices
  - o Ask customer when they need their product
  - o Checking stock availability / Ask for special promises if required
  - o Entering orders in MAS order entry system with correct lead times for each item
  - o Print and check orders for accuracy
  - o Fill out cancellation sheet when product is changed/ cancelled on an order
  - o Release orders for shipment/ check schedule to be sure they are set up to be loaded and delivered when they were asked for
  - o If items are to be purchased from an outside vendor for direct shipment to our customer create the PO with correct pricing (cost), expected delivery date, correct ship to address and contact information. Give this PO to the Sales Office Manager to sign and email to the vendor.
- Issue return goods authorization paperwork and/or write up a customer issue (OFI/RMA)
- Follow up with customer on open invoices if requested to do so.
- Write credit memos when necessary.
- Assist salesperson with any requests they ask of you.
  - o These should be limited, but they may need assistance with submittals, pricing etc. if they are not in their office or somewhere where they can easily perform the job or are tied up with other customer issues.
- Scan completed orders.
- ❖ *There will be varying functions a an ISR may be asked to perform. Not all ISRs will be asked to do the same thing. They will include but are not limited to:*
  - o Sending Purchase and Ship POs when Sales Office Manager is out
  - o Prepare various reports when necessary to cover in Sales Office Manager's absence
  - o Checking other ISR's orders for accuracy
  - o Help others obtain information they need- credit, sales, accounting, etc.
  - o Handle other ISR accounts when they are away from their desk or out of the office for illness, vacations, appointments, etc.
  - o Help with bi-monthly pipe inventory
  - o Help with yearly pipe and fitting inventory either working with the actual inventory or covering the Sales Office for the other ISRs who are working with the inventory.

**Supervisory Responsibilities:** None

**Qualifications**

Qualified people will have a high school diploma preferably with college courses taken and possibly a business degree. A minimum of two years customer service and order entry experience in a fast-paced environment that involves communication with both external and internal customers via in-person, phone, email, and fax is required. The ability to work well with others, have a positive attitude, and always look for a better way of doing things is needed.

**Education and/or Experience**

High school diploma required; some college course work or degree preferred.  
Minimum of 2 years customer service experience

**Language Skills**

Ability to communicate effectively through both verbal and electronic means to customers, co-workers, and manager.  
Ability to analyze and understand customer orders/communications and be able to respond effectively.

**Mathematical Skills**

Ability to calculate figures and amounts such as percentages and fractions. Ability to apply concepts of basic algebra. Knowledge of the metric system would be helpful.

**Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. To be able to understand the nature of the problem and what steps are needed to resolve it. Also, in some cases to see potential problems before they occur and take needed steps for prevention.

**Computer Skills**

Must be experienced in the use of computers and order entry within an operating system. Need to know Outlook, Excel, Word, Adobe Acrobat and Power Point.

**Certificates, Licenses, Registrations**

Licensed notary (Ohio) required for at least one group member.

**Physical Demands:** The physical demands described below 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 stand, walk, sit, use hands, to finger, handle or feel; reach with hands and arms and talk and hear. The employee is occasionally required to climb or balance, stoop, kneel, bend, crouch or crawl, and taste or smell. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The work environment characteristics described 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, fumes or airborne particles, outside weather conditions, extreme heat and vibration. The noise level in the work environment is usually moderate.

**How to Apply**

Interested candidates must complete an online McWane Ductile Ohio Application Form which can be accessed at <http://careers-mcwane.icims.com>. Employment is contingent upon satisfactory completion of a Company Application, Confidentiality, Assignment and Non-Competition Agreement, criminal background check, professional reference check, health assessment and pre-employment drug screen.