

Inside Sales Associate

Ryerson Inc., one of the largest metals distributors in the US, is currently seeking a Inside Sales Representative to join our sales team in Cleveland, OH. Reporting to the Sales Manager, the Inside Sales Representative (ISR) will be responsible for the sale of metal products – carbon steel, aluminum and stainless steel – to a variety of end users. He/she will represent the company to existing accounts as well as potential customers.

The Inside Sales Representative will coordinate closely with the rest of the sales team to qualify new customers, close new accounts, and service existing business. Additionally, the ISR will support the entire Inside team in driving sales and providing customer service to both existing and new customers.

REQUIRED COMPETENCIES

- Initiates and builds strong relationships
- Creates a good first impression and demonstrates confidence with current and potential customers
- Builds credibility and trust with current and potential customers
- Able to “get in the door” with prospects and kindle interest in the product / service offering
- Provides excellent customer service
- Displays great personal commitment to customer satisfaction
- Responds quickly to resolve customer issues or problems
- Elevates customer issues as necessary to mobilize a rapid response
- Drives for sales growth
- Actively works to identify new customers, qualify leads, set up calls and conduct post-sales customer service
- Drives profit enhancement via pricing management, selling alternative products and aligning internal operations to reduce the cost to serve customers
- Acts independently but coordinates closely with Sales Management
- Coordinates with the Service Center
- Conducts selling and customer service activities based on a fundamental understanding of service center operating and inventory costs
- Works with GM and Sales Manager to ensure that selling activities consider operational impacts

Demonstrates the following personal characteristics:

- Proactive, high energy and entrepreneurial
- Team player; balances driving performance with supporting overall Service Center performance
- Excellent oral and written communication skills
- Disciplined communicator, both internally and with clients
- Highly adaptable and solutions-oriented

Bachelor’s degree, preferably in business administration, marketing

- 2+ years of sales experience desired

- Experience with industrial distribution preferred but not required
- Strong computer skills