

Company Overview:

Stelfast, Inc is a full-line supplier of industrial fasteners such as bolts, nuts, screws, washers, structural product, anchors, threaded rod, studs and specials per print. We have been serving our customers since 1972. Our mission is to be the best-in-class fastener master distributor that provides superior products and service to our customers.

Position and Hours:

We are looking for a talented and competitive Inside Sales Representative / Account Manager that thrives in a quick sales-cycle environment. This position will play a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives. You must be comfortable making / accepting dozens of calls per day, sending and replying to emails, working with channel partners, generating interest, qualifying prospects and closing sales.

Knowledge of fasteners is preferred; however, we will train the right candidate.

This is a permanent, full-time position with general business hours of 8am-5pm Monday-Friday with no nights or weekends. We offer a competitive wage, benefits, PTO, holidays, 401k, and a yearly bonus.

Essential Responsibilities:

- Receive requests for price quotations, purchase orders, order changes, adjustments, and cancellations directly from the customer via phone, email, or e-Commerce platform.
- Accurately and efficiently process customer orders into computer system and acknowledge back to the customer in a timely manner.
- Use a computer to retrieve customer information, stock status information, the status of purchase orders, and to make changes on customer purchase orders.
- Make price and delivery quotations immediately by phone on stock items.
- Actively listen to customer's needs in order to help them purchase the right fastener product.
- Research accounts, identify key players and generate new business opportunities with new or existing customers.
- Work closely with the Branch Manager / Outside Sales to ensure customers' needs are met.
- Develop and maintaining an excellent knowledge of customers' requirements, and maintenance of individual accounts assigned, including all aspects of customer service.
- Perform administrative duties, such as keeping sales records and call notes.
- Other duties as assigned.

Qualifications:

- Professional demeanor and appearance
- Coachable, desire to learn our industry, self-starter attitude
- Dependable, reliable, conscientious
- Strong organizational skills with attention to detail
- Ability to multitask and manage time well in a fast-paced environment
- Strong sense of urgency
- Outstanding oral and written communication skills
- Strong phone presence and experience handling dozens of calls per day
- High energy and enthusiasm
- High integrity and strong work ethic
- Strong computer literacy skilled required
- Ability to solve practical problems and interpret a variety of instructions furnished from written and verbal form.

Benefits:

- 401(k) matching
- Dental insurance
- Disability insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance
- No weekends
- No nights
- 8am-5pm with 1 hour lunch
- Long-term career growth potential

Education:

- High school or equivalent (Required)

Stelfast**2780 Spectrum Drive****Elgin, IL 60124****847.783.0161****David Gawlik****dgawlik@stelfast.com**