Job Description

Job Title: INSIDE SALES REPRESENTATIVE
Distinct Job Assignment: Ryerson Academy & Field

Salary/SIP: $40,000/year – SIP eligible upon graduation and field assignment.

Ryerson Inc, one of the world’s largest metals distributors is currently undergoing an exciting transformation. With over 170 years of history, Ryerson is looking forward to an exciting period of domestic and international growth. To assist with our transformation, we are seeking Inside Sales Representatives to join our Ryerson Academy located in Minneapolis, MN.

As we strive to ensure that our team is fine tuned to the demands of the industry, Ryerson Academy, our training program in Minneapolis MN, ushers our associates through a rigorous six-month training program designed to solidify their knowledge of our operation. Upon completion of the Academy, students will have the required skills to be successful in any market they may be placed.

Background:
This position will be responsible for direct sales and marketing to grow our business through inside sales, fabrication sales and marketing. This position will provide support to all markets across the United States and Canada. The initial 6 months of intensive training and rigorous ongoing assessment through Ryerson Academy will be conducted in Minneapolis, MN. Upon graduation, the position can be based at any facility/operation in the United States:

The decision on placement will be determined by Ryerson based upon the needs of the organization, while taking into account the stated geographic preferences of the Academy ISR.

Description of Job/Tasks:
Essential functions:

Primary responsibility is to achieve profitable sales growth while supporting the regions and local sales markets. This includes:

- Attendance, participation in and completion of the Ryerson Academy program for new Inside Sales Representatives
- Frequent interaction with large customer base across multiple geographic markets on contractual, transactional and fabrication business
- Responding to customers quotation requests, needs, inquiries, and complaints/concerns
- Administrative processing of customer orders (i.e. quotations and order entry)
- Sourcing for items that Ryerson does not stock and work order entry
- Generation and communication of sales leads through focused pro-active marketing efforts, primarily out-calling
- Understanding the goals and concepts of our business and incorporating business goals to achieve sales and profitability
- Working closely with territory managers, credit, inventory, warehouse operations, and other departments in the company.
- Other duties as assigned.

Job Requirements:

- B.A./B.S in Business or related field
- Previous sales or customer service experience preferred
- Results focused, competitive, and self-motivated attitude
- Proficiency with Microsoft applications (i.e., Word, Excel)
- High level of numeracy, mechanical aptitude
- Attention to detail amidst multiple priorities
- Strong interpersonal and communication skills, demonstrating the ability to connect quickly with many different types of people
• Problem solving / conflict resolution and negotiation skills; entrepreneurial flair; understands value creation and opportunity
• Ability to work well and excel while working with a team or individually
• Ambitious with potential and desire to grow within the organization
• Geographic mobility (domestic or international)

Critical Competencies & Success Factors Once Fully Trained:

• Demonstrating Beliefs and Principles – Openly confronts actions or decisions that do not align with his/her core beliefs, values and principles; let’s people know where he/she stands on issues and why; willing to agree or disagree when appropriate
• Driving for Results – Follows through on commitments; can be counted upon to successfully execute on goals
• Demonstrating Initiative – Takes action on his/her own without being prompted; handles problems independently within company policies and guidelines; able to resolve issues without relying on extensive help from others; does more than is expected or asked
• Driving Continuous Improvement – Uses formal and informal tools and techniques to achieve operational excellence. Maintains a constant focus on efforts to improve performance, quality and efficiency of work processes
• Serving Customers – Has sufficient knowledge of products and services and helps customers enthusiastically; communicates well with customers and follows up as necessary; is always professional and represents the organization positively

Compensation, Benefits & EEO/AAP Information

FLSA: Hourly Non-Exempt
Salary Grade: Academy Student
Total Compensation Desired: $19.24/hour
Salary Currency Type: United States of America, US Dollar
Other Comp Info: Full benefit package including healthcare, 401k, vacation, etc.

Requires signed agreement to repay incurred training expenses if associate voluntarily resigns within 24 months of Academy graduation.