



Futaba North America Engineering & Marketing Corporation

INSIDE SALES REPRESENTATIVE

Imagine working for a large tier-1 supplier in the exciting world of automobile manufacturing. If you enjoy collaborating with a multi-cultural and diverse group of employees, this could be the opportunity for you. Futaba North America provides management support to its automotive parts production companies in North America. The Futaba Group leverages its core technologies such as stamping and welding to create value added products that are in line with the needs of consumers, deliver peace of mind, and promote environmental initiatives that contribute towards a sustainable society.

We are looking for an inside Sales Representative to function as a business-to-business professional, who serves as the primary sales contact for our mid-sized customers. The purpose of this position is to maintain positive and engaging relationships with our customers by supporting them through every customer life cycle stage. This role entails selling automotive products by phone, email, and online with some in-person contact. This position will be based at our headquarters office located in Bloomingdale, IL. Major responsibilities are as follows:

- Develop and maintain working relationships with existing OEM clients.
- Execute sales strategies with assigned customers.
- Lead all aspects of the quotation process, including collaborating with others in solution development, pricing management, and cost recovery.
- Interface with other departments to allocate and understand costs associated with current and new business.
- Evaluate cost and fixes strategy to recover additional margins.
- Compile sales information, perform profit analysis, and generate actionable reports and dashboards.
- Ensure external quality and delivery targets are met.
- Manage customers' experiences by proactively providing pre and post purchase support. Respond to customers' questions and concerns and take appropriate action to resolve issues.
- Track open commercial items.
- Coordinate requests for trade and supply chain surveys, meetings, and other deliverables.
- Maintain communications with management and sales team on progress, issues, delays, and other pertinent information.
- Maintain professional currency in technical knowledge and relevant products, services, and marketplace developments.
- Maintain frequent communications with overseas parent company.

- Comply with company policies and procedures and safety and housekeeping requirements.
- Perform other projects and sales activities as assigned.
- Some travel to meet with clients or potential clients and visit manufacturing sites is required.

Requirements:

If you are known as an exceptional employee who produces great work and believes in adding value to everything you do, we want you to join our growing team and share in our vision. The ideal candidate will have 3 or more years of sales and/or customer service experience along with excellent sales and negotiation skills. Experience in the automotive parts industry or with OEMs is a plus. Must possess excellent written and verbal communications along with solid organizational skills, follow through, and attention to details. Bachelor's Degree in Sales, Marketing, Business, or related field is preferred. Proficiency in MS Office (Word, Excel, PowerPoint, and Outlook) is essential. Working knowledge of customer portals and ERP systems is preferred. Exposure to videoconferencing and other collaboration technologies is desirable.

Salary Range is \$60,000 - \$65,000 per year depending upon knowledge, skills, and abilities. Our full-time employees enjoy a competitive benefits plan that includes medical, dental, vision, life, disability insurance, 401(k) plan, and more! Work schedule is generally Monday – Friday from 7:30 AM – 4:30 PM or 8:00 AM – 5:00 PM. Must be able to work extended hours as needed. Qualified candidates are requested to email their cover letter and resume. No phone calls please. Equal Opportunity Employer.

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