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**TITLE:** Internal Sales-Customer Service Professional **JOB CLASSIFICATION:** Exempt

**DEPARTMENT:** Sales

**REPORTS TO:** After Sales Manager

**LOCATION:** Lenexa, KS OR Parsons, KS

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### **SUMMARY/OBJECTIVE**

The Internal Sales-Customer Service Professional is responsible for ensuring Magnum Systems' sales activities achieve strategic objectives for the specific geographic region assigned. This position requires a high demonstration of expertise in clear communication, formal quotation strategy, information gathering, margin management, accurate sales projections, intrinsic drive, negotiation skills, and attention to detail. This position will work closely with drafting & design and regional sales, as well as some interaction with project management from time to time. This position relies on extensive experience and judgement to plan and accomplish regional targets, implement strategic programs, and promote open communication in line with Magnum Systems' strategic initiatives.

### **ESSENTIAL FUNCTIONS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Identify, present, and communicate target markets and opportunities. Work with marketing, regional sales, and independent agents to provide a full-service experience.
- Keep quote log up to date with contacts, communication, opportunities, reasons for lost sales, and forecasting.
- Put in place a plan to best achieve targets.
- Identify missing product or services from current offering, possible acquisition targets or strategic partnerships, and competitive intelligence for region.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; working with internal resources.
- Assist marketing with technical and job specific information.
- Ask questions to upsell customers to full systems or more components.

### **COMPETENCIES**

- Critical thinking skills. Able to proactively identify needs, predict obstacles, assess solutions, and communicate importance of accountability.
- Interpersonal skills. Must work closely with other departments, employees, customers, executive team, and vendors. Listening and providing an environment for open communication from all levels is critical.

*Your integrated source for bulk material automation.*

- Detail Oriented. Understands that everything that leaves our facility is a representation of the employees, company, and reputation (drawings, written and verbal communication, etc.). Must have concept of “the big picture” when it comes to internal changes of policy or procedure.
- Product knowledge or aptitude for industrial technical systems and products.
- Excellent presentation, listening, and investigating skills.
- Professional communication and relationship selling skills.
- Continuous education driven. Looking to improve every day and leading by example.

## **EDUCATION AND EXPERIENCE**

### **Required:**

- High school diploma or GED equivalent
- Minimum 5 years of related industry and/or customer service

### **Preferred:**

- Associate degree in Business

## **OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

## **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

## **POSITION TYPE/EXPECTED WORK HOURS**

This is a full-time position. Typical days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m.

## **TRAVEL**

Minimal travel may be expected.

## **WORK AUTHORIZATION**

Applicants must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Visa sponsorship is not available for this position.

Magnum Systems' policy is to provide equal opportunity to all people without regard to race, color, religion, national origin, ancestry, marital status, veteran status, age, disability, pregnancy, genetic information, citizenship status, sex, sexual orientation, gender identity or any other legally protected category.

**Magnum Systems is proud to be a drug-free workplace.**