

Date of Last Review: May 5, 2022	Supervising Manager Initials:	Human Resources: JEF
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BIONETIX CORPORATION

JOB DESCRIPTION

POSITION TITLE Inside Sales Representative

REPORTS TO Office Manager

POSITION SUMMARY

The purpose of this position is to interact with customers by providing price quotes, processing orders and answering product-related questions, resulting in high customer satisfaction and effective, collaborative relationships with other company departments, including shipping, production, the lab, quality, sales and accounts receivable.

POSITION ACCOUNTABILITIES

The following are essential job functions.

Inside Sales / Customer Service

- Confer with customers to provide information about products, take and enter orders, and obtain details of complaints.
 - Provide pricing quotations for product offerings using established price list.
 - Assist with more complex quotations.
 - Register quotes in quotation log and in Salesforce.
 - Send out marketing materials, such as Product Data Sheets.
 - Enter orders into ERP system.
 - Provide order status and shipping information to customers.
 - Communicate with customers on status of complaint resolution.
- Qualify and follow up with leads.
- Provide sales leads to sales representatives and/or distributors.
- Send credit applications to customers.
- Execute the sample process.
 - Complete sample request forms and update sample log.
 - Work with Production or Lab to obtain samples.
 - Package samples for shipment.
 - Follow up on samples with customer.
- Assist Office Manager in keeping the price list current.
- Administer Customer Satisfaction surveys.
- Assist with trade show prep.
- Lead trade show follow-up efforts.

Secondary job accountabilities

- Greet visitors, answer incoming calls.
- Provide administrative support to shipping function.
- Assist Lab Manager with maintaining PDIFs.
- Assist Production Manager and Office Manager in updating cost information.
- Other related duties as assigned.

JOB SPECIFICATIONS

Minimum Education: Minimum two-year college degree required, with four-year degree desired. Proficiency in French, with excellent English language skills, is required.

Minimum Experience: 1-2 years' experience in customer relations or service, in a technical or scientific work environment required; proficient with Microsoft Office Suite

Knowledge

Administrative — Knowledge of administrative procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

Customer Service — Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards, and evaluation of customer satisfaction.

Skills

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Communicating — Anticipating the information needs of co-workers and other departments, and proactively meeting those needs; writing and speaking clearly and succinctly.

Monitoring — Monitoring/Assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.

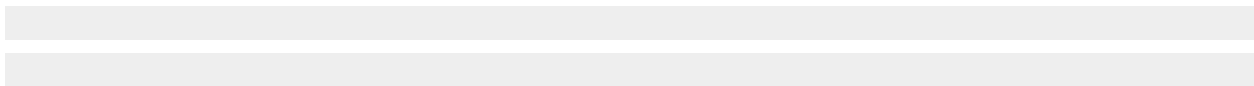
Persuasion — Persuading others to change their minds or behavior.

Service Orientation — Actively looking for ways to help people.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Speaking — Talking to others to convey information effectively.

Time Management — Managing one's own time and the time of others.



Competencies

Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.

Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

Integrity — Job requires being honest and ethical.

Proactive — Job requires taking initiative in anticipating problems and taking steps to minimize them, and recognizing additional opportunities and acting on them.

Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.

Strategic Thinking — Job requires being able to see the big picture and take a creative approach to solving problems and continuous improvement.

Supervises

None

Exempt/Non-Exempt

Non-Exempt

BIONETIX INTERNATIONAL

Physical Demands

NOTE: In terms of an 8 hour workday, "Occasionally" equals 1% to 33%; "Frequently", 34% to 66%; "Continuously", 67% to 100%.

1. In an 8 hour workday, employee must: ("X" full capacity for each activity)

- | | | | | | | | | | | |
|----|-------|--|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---------------------------------------|----------------------------|
| a. | Sit | None <input type="checkbox"/> | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input checked="" type="checkbox"/> | 8 <input type="checkbox"/> |
| b. | Stand | None <input checked="" type="checkbox"/> | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/> | 8 <input type="checkbox"/> |
| c. | Walk | None <input type="checkbox"/> | 1 <input checked="" type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/> | 8 <input type="checkbox"/> |

2. Employee's job requires:

	Never	Occasionally	Frequently
--	-------	--------------	------------

- | | | | |
|-------------------------------|-------------------------------------|-------------------------------------|--|
| a. Bend/Stoop | | <input checked="" type="checkbox"/> | |
| b. Squat | <input checked="" type="checkbox"/> | | |
| c. Crawl | <input checked="" type="checkbox"/> | | |
| d. Climb height _____ | <input checked="" type="checkbox"/> | | |
| e. Reach above shoulder level | | <input checked="" type="checkbox"/> | |
| f. Crouch | <input checked="" type="checkbox"/> | | |
| g. Kneel | <input checked="" type="checkbox"/> | | |
| h. Balance | <input checked="" type="checkbox"/> | | |
| i. Push/Pull | <input checked="" type="checkbox"/> | | |

3. Employee's job requires he/she carry:

	Never	Occasionally	Frequently
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- | | | | |
|------------------|-------------------------------------|-------------------------------------|--|
| a. up to 10 lbs. | | <input checked="" type="checkbox"/> | |
| b. 11 - 24 lbs. | <input checked="" type="checkbox"/> | | |
| c. 25 - 34 lbs. | <input checked="" type="checkbox"/> | | |
| d. 35 - 50 lbs. | <input checked="" type="checkbox"/> | | |
| e. 51 - 74 lbs. | <input checked="" type="checkbox"/> | | |
| f. 75 - 100 lbs. | <input checked="" type="checkbox"/> | | |

4. Employee's job requires he/she lift:
- | | Never | Occasionally | Frequently |
|------------------|-------------------------------------|-------------------------------------|------------|
| a. up to 10 lbs. | | <input checked="" type="checkbox"/> | |
| b. 11 - 24 lbs. | <input checked="" type="checkbox"/> | | |
| c. 25 - 34 lbs. | <input checked="" type="checkbox"/> | | |
| d. 35 - 50 lbs. | <input checked="" type="checkbox"/> | | |
| e. 51 - 74 lbs. | <input checked="" type="checkbox"/> | | |
| f. 75 - 100 lbs. | <input checked="" type="checkbox"/> | | |

5. Job requires employee to use feet for repetitive movements as in operating foot controls:

Right		Left		Both	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

6. Job requires employees use hands for repetitive actions such as:

	Simple Grasping		Firm Grasping		Fine Manipulating (Keyboarding)	
a. Right	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Left	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

7. Employee's job requires:

	Yes	No	Comments
a. Working on protected heights		<input checked="" type="checkbox"/>	_____
b. Being around moving machinery		<input checked="" type="checkbox"/>	_____
c. Exposure to marked changes in temperature and humidity		<input checked="" type="checkbox"/>	_____
d. Driving automotive equipment		<input checked="" type="checkbox"/>	_____
e. Exposure to dust, fumes, and gases		<input checked="" type="checkbox"/>	_____
f. Exposure to blood, body fluids, and/or other potentially infectious materials.		<input checked="" type="checkbox"/>	_____

Supervisor/Manager Name (Print): _____ Date: ____ / ____ / ____

Supervisor/Manager Signature: _____ Title: _____

Employee Name (Print): _____ Date: ____ / ____ / ____

Employee Signature: _____

Copy Issued to Employee