



## **Sales Operations Representative (Inside Sales)**

### **Why Lapp Tannehill?**

As part of the worldwide Lapp organization - a global leader in the wire and cable industry - you'll join a company that invests in your success through comprehensive training and a supportive team environment. We provide the tools and autonomy you need to build a thriving technical sales career while making a real impact in electrical connectivity technologies.

Working closely within our Customer Operations staff and cross-functional teams, you'll have the support structure needed to achieve both individual and company goals while advancing your career with a leading national distributor.

### **Drive Revenue Growth Through Expert Customer Support**

Are you a customer-focused professional with distribution and wire and cable industry expertise? We are seeking a Sales Support Specialist who will serve as the critical bridge between our customers, sales teams, and internal operations - delivering exceptional pre-order support while driving revenue growth through strategic account management.

## **WHAT YOU'LL ACCOMPLISH**

### **Expert Quoting**

- Deliver accurate quotes with strategic pricing analysis and margin optimization for regional accounts

### **Revenue Growth**

- Drive incremental sales through proactive customer outreach and identifying upsell opportunities

### **Seamless Coordination**

- Enhance customer experience through cross-departmental collaboration and process excellence

## **KEY RESPONSIBILITIES**



**Quote Management:** Process quotes with precision, conducting thorough margin analysis and pricing optimization for your regional account portfolio

**Account Development:** Engage existing customers proactively to identify growth opportunities and expand account value

**Customer Excellence:** Coordinate seamlessly between customers and internal departments to ensure outstanding service delivery

**Sales Operations:** Maintain CRM/TDF cleanliness, follow up on quotes, and continuously improve sales processes

**Technical Support:** Provide expert guidance on product specifications, applications, and cross-referencing across LAPP's portfolio

## WHAT YOU BRING

### Education & Experience

- Bachelor's degree \*\*OR\*\*
- 5+ years of inside selling experience in wire and cable industry
- Proven track record in quoting, pricing analysis, and customer relationship management

### Technical Expertise

- Deep knowledge of wire and cable products, specifications, and applications
- Strong understanding of pricing structures and margin analysis
- Proficiency in CRM system, ERP platform, and Microsoft Office 365 Suite, particularly Excel

### Professional Skills

- Excellent interpersonal and communication abilities
- Strong analytical and problem-solving capabilities
- Self-motivated with exceptional time management
- Ability to build relationships across departments and with external customers
- Capacity to work independently while prioritizing multiple projects



## SUCCESS METRICS

Your performance will be measured by:

**Quote Follow-up & CRM Accuracy** - Timely quote follow-through and maintaining clean CRM data

**Close Rate Performance** - Converting quotes to orders and maximizing opportunity conversion

**Account Package Growth** - Expanding revenue from existing customer base through proactive engagement

## WHY THIS ROLE MATTERS

As a Sales Support Specialist, you will be empowered with decision authority over quote preparation, pricing (within established parameters), and customer communication for your assigned accounts.

You will collaborate directly with Regional Sales Directors, District Sales Managers, and the Customer Operations Manager to drive strategic account decisions - making a tangible impact on both customer satisfaction and company revenue.

## CAREER DEVELOPMENT - WORK ENVIRONMENT

- Professional growth opportunities
- Collaborative team culture
- Exposure to strategic account management
- Cross-functional project involvement
- Regional account ownership
- Direct collaboration with sales leadership
- Meaningful decision-making authority
- Continuous process improvement focus



## **COMPENSATION/BENEFITS**

After thorough market analysis, LAPP takes many factors into consideration when determining base salary such as experience, knowledge, skills, abilities, etc. of the candidate. The base salary range for this role is \$65 – 75K plus participation in LAPP's bonus plan. We also offer a comprehensive benefits package including Medical, Vision, Dental, Paid Time Off, Paid Holidays, 401(k), HSA/FSA, Life Insurance, and more!

*LAPP is an equal opportunity employer committed to building a diverse and inclusive team.*

## **READY TO MAKE AN IMPACT?**

**Apply now to start your journey as a Sales Operations Representative!**