

INSIDE SALES

- A. Initiates and supervises all projects relating to the presale functions required to obtain an order; i.e. samples, literature, quotations.
- B. Initiates and insures that all customer inquiries which require engineering review will be processed in a timely manner.
- C. Enters sample and production orders based on priorities determined by Field Sales.
- D. Evaluates Midtex's manufacturing capabilities on specific orders for critical customer needs; i.e., production control, inventory, raw materials, line time.
- E. Insures timely completion of sample orders, customer inquiries, and other special requirements or commitments.
- F. Records and submits quotations to customers, through Field Sales.
- G. Provides Field Sales, through the Regional Manager, sales leads/inquiries received at Midtex.
- H. Determines what literature and sales support materials should be sent to the sales offices.
- I. Initiates the necessary follow-up on quotations and sample orders previously sent to Field Sales.
- J. Assures that communication with Field Sales is accurate and timely.

CUSTOMER SERVICE

- A. Provides liaison between our customers and Midtex departments.
- B. Interfaces with the customer regarding scheduling, shipping, quality, and related issues.
- C. Advises customers of acknowledged delivery dates and quantities.
- D. Insures that prompt, efficient action results in customer satisfaction.
- E. Expedites and/or reschedules deliveries, including cancellations.
- F. Keeps the customer advised of their order status, and follows-up as required.
- G. Issues Return Authorizations Numbers when required by product returns.
- H. Verifies customer order confirmations against open sales orders.
- I. Performs a multitude of other necessary department functions to maintain communication between Midtex, Field Sales, and our customers.