

## Open Position: Inside Sales

Functional Fenestration Inc (FFI) seeks an **Inside Sales professional**, who will specialize in business-to-business sales of hardware and electronic products, while providing exceptional customer service. FFI products include architectural hardware for doors and automation systems (electric actuators and controls) for windows and skylights. The FFI Inside Sales team develops productive long term client relationships with door and window manufacturers and dealers, hardware re-sellers, commercial glazing contractors, architects and more.

### Key responsibilities

- Help the FFI Inside Sales team meet company objectives for market reputation and profitability.
- Interact with building industry professionals; encourage architects specify FFI products as the basis of design.
- Respond to Requests for Proposal (RFPs) and Requests for Quote (RFQs), work on project take-offs, and send available product details, CAD drawings and other technical support documents.
- Reach out to clients by phone, email, and in-person presentations.
- Support client outreach by working closely with Field Sales.
- Learn ongoing about FFI clients, vendors, industry trends, and competitors.
- Employ active selling techniques.

### Skills and Experience Needed

- Minimum 3 years experience in Inside Sales and/or Customer Service.
- Excellent communication skills and attention to detail.
- Computer proficiency, including MS Outlook, Word, Excel and Access; CRM software such as Prophet 21.
- Industry experience in any of these areas: construction; building materials; electronic products; hardware sales; architectural product sales; distribution or manufacturing of windows, doors and skylights; commercial glazing; building automation systems; HVAC; curtain wall; electric door or window sales or installation, LEED AP.
- Familiarity with any of these is a plus: basic ability to read blueprints and CAD drawings, read basic electrical schematics and wiring diagrams; basic knowledge of building construction stages and contract bidding process.
- Experience with any of these or other similar companies is a plus: Velux, Mingardi, Somfy, Elero, Bronze Craft, Clearline Window Operators, Dayton linear actuators, Siemens or Honeywell building management systems, Lutron, Truth Hardware.
- Foreign language skills are a plus—especially Spanish.

Since 1987, FFI has been providing expert architectural product solutions to the fenestration (door, window & skylight) industry. FFI is headquartered in Hawthorne, CA. Benefits include health, dental, vision, and 401(k). Visit us at [www.fenestration.net](http://www.fenestration.net). Email resume and salary requirements to [HR@fenestration.net](mailto:HR@fenestration.net). An equal opportunity employer.