

## Open Position: Inside Sales

Functional Fenestration Inc (FFI) seeks an **Inside Sales / Customer Service professional**, to help maximize customer satisfaction, sales results, and company reputation and profitability. FFI Inside Sales provides high quality architectural hardware and automation solutions to the fenestration (door, window & skylight) industry. Inside Sales develops productive long term client relationships through exceptional customer service and product knowledge. Sales targets include door and window manufacturers and dealers, hardware re-sellers, commercial glazing contractors, architects and more.

### Key responsibilities

- Help the Inside Sales team meet FFI sales objectives.
- Provide 'Excellent Service...Every Time' by interacting with clients and prospects.
- 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 Outside Sales.
- Learn to successfully offer product information and technical solutions in door/window/skylight components, including European hardware systems and electric actuators for natural ventilation.
- Learn ongoing about targeted FFI product applications, features, benefits & technical characteristics.
- Learn to use FFI Epicor / Activant Prophet 21 database and other company software efficiently and productively.
- Encourage architects to specify FFI products as the basis of design.
- Work closely with FFI team across all departments.

### Skills and Experience Needed

- Minimum 3 years experience in Inside Sales and/or Customer Service.
- Reliable, organized and motivated professional.
- Excellent communication skills and attention to detail.
- Computer proficiency, including MS Outlook, Word & Excel; CRM software such as Epicor / Activant Prophet 21.
- High school diploma or equivalent required; college and/or professional certifications preferred.
- Ability to read blueprints, take-offs, and CAD drawings well enough to determine hardware needs.
- Industry experience in any of these is desired: construction; building materials; distribution or manufacturing of windows, doors and skylights; architectural product sales; commercial glazing; building automation systems; curtain wall; designer hardware showrooms; building management systems; ability to read blueprints, take-offs and CAD drawings; LEED AP.
- Foreign language skills are a plus—especially Spanish or French.
- Able to work as a team player in a collaborative company culture.

Since 1987, FFI has been providing expert architectural product solutions to the fenestration industry of manufacturers, fabricators, showrooms, dealers, and architects.

FFI is headquartered in Hawthorne, CA (near SpaceX headquarters, five minutes from Los Angeles International Airport). 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.*