

Inside Sales Associate

FFI needs a sales associate to join our team! Full time, with bonus + commission package.

Wanted: candidates with experience in B2B sales and the construction materials industry. Join a dynamic, growing business, with a collaborative team culture. Our sales team communicates proactively with clients and prospects to understand their specialized needs, and follows up to provide FFI product solutions.

Functional Fenestration (FFI) is an architectural products designer and wholesale distributor that puts quality at the heart of our brand. Our international client base include door & window manufacturers and resellers. Promotional targets include specifiers and architects. Along with our affiliated sister company Automated Fenestration (AFI), FFI is well-respected and recognized as industry leaders in the fenestration (window and door) market since 1987.

The Opportunity

- Full-time, in Hawthorne, CA
- Base pay + dedicated commission accounts + bonuses
- In-office 8 am to 5 pm Monday to Friday (with occasional remote work days)
- Work closely with the Inside Sales Manager and National Sales Manager
- Benefits including Health, Dental, Vision, LTD, continuing education, and Retirement Plan with 401(k), Roth, Employer Match & Profit Sharing
- Starting date is flexible

Responsibilities

- Focus on activities with clients and prospects that lead to sales.
- Work with the Inside Sales Team to provide excellent customer service for product information, quotes, and orders.
- Work with the National Sales Manager to earn commissioned sales to architectural hardware showrooms, wholesale distributors, and commercial contract hardware distributors.
- Generate revenue by answering technical support questions, entering quotes and orders, and winning new business.
- Communicate with client contacts, identify opportunities, and make outbound calls.
- Work with FFI's established database of contacts.
- Find and pursue new prospective sales leads through web searches and social media.
- Provide excellent support & customer service, including reporting, troubleshooting, and problem solving.
- Manage client relationships and outreach by phone, email, video chats, and in-person presentations.
- Learn to recommend appropriate FFI products for various types of customers.
- Act to promote key products, answer questions, overcome client hesitations, and close sales deals.
- Participate in continual learning about products, product development, competitors, architectural applications, and issues affecting the industry.
- Meet sales quotas and revenue goals to earn bonuses and commissions.

Qualifications

- Enthusiastic, self-motivated & confident sales professional with closing skills.
- Organized & focused; persistent & assertive.
- Sales experience with construction or building materials products, especially doors, windows, hardware, metal extrusions, or other architectural products.
- Software proficient in Microsoft Office (mainly Excel), internet research, CRM (SAP, Epicor, etc).

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- Ability to learn product catalogs and how to read basic architectural drawings and plans.
 - People with experience that would fit right in: Showroom sales, outbound call center, counter sales, field sales, inside sales, outside sales, architectural rep, specifications for architects; in any of these related products: building materials, doors/windows/skylights, remodeling products, design-build, products for architectural specification, decorative hardware, luxury residential or commercial construction, window blinds, interior design, plumbing & lighting, fenestration, fine woodworking, building envelope facades, aluminum extrusions.
 - Experience in prospecting, data entry, and meeting sales goals.
 - Language skills are a plus, especially in Spanish.

FFI is an equal opportunity employer. Visit us at www.fenestration.net; email resume to HR@fenestration.net.