

<b>Job title</b>	<i>Inside Sales Support</i>
<b>Reports to</b>	<i>Inside Sales Manager</i>

### **Job description**

The Inside Sales Support Representative provides direct support in the ongoing development of existing and prospective customers to ensure that the department is able to meet its growth targets. Develop account relationships and provide service support for customers. Manage and maintain accounts from initial order through job completion.

### **Employment status:**

- Full time

### **Duties and responsibilities**

- Help customers select products based on the customers' needs, product specifications, and interests.
- Emphasize product features based on analyses of demand, product knowledge, capabilities and limitations.
- Respond to customers' requests for pricing, availability, and product uses and creative ideas, and samples.
- Prepare quotations according to bid specifications, with accurate configurations.
- Coordinate order flow with production and secure best ship method to meet customer due dates.
- Follow up with customers to make sure they are satisfied with their purchases and to answer any questions or concerns.
- Support sales efforts such as attending an exhibit if necessary.
- Research new sales opportunities, identify key retail sources, generate interest and close sales.
- Maintain and expand your database of prospects.
- Keep management informed of activity, including timely correspondence through emails and calls.
- Ability to multi-task, prioritize, and manage time effectively.

### **Qualifications**

- High School Diploma or equivalent
- 1-3 years of Sales experience