



JOB TITLE: Inside Sales Manager

DEPARTMENT: Sales

REPORTS TO: President

GENERAL JOB DESCRIPTION

The Sales Manager will be responsible for building a team that delivers exceptional consultative solutions and customer service. You will use your expertise to support a sales team delivering product solutions that help our customers realize their business goals. You will manage, inspire and motivate a team responsible for building and developing business relationships with customers by directing their efforts to drive growth and achieve strategic and operational objectives. Beyond day-to-day people management, you will shape, execute and communicate specific sales strategies.

You are an individual who draws energy from working with people and is optimistic and outgoing. He/she is an excellent leader within the organization, able to build a cohesive sales team of Account Managers who are united in their commitment to the team's standards and to achieving the team's goals.

PRIMARY DUTIES AND RESPONSIBILITIES

- Manage a sales team and provide leadership, training and coaching
- Manage the hiring, staffing and maintaining of a diverse and powerful workforce
- Train, develop and mentor team members on products and selling techniques
- Support career development/planning, performance and pay discussions with team members
- Manage sales activities of a team of account managers.
- Set individual sales targets with sales team
- Drive outstanding customer experience by delivering solutions tailored to customer needs while ensuring the removal of barriers and driving strategic alignment in the group
- Monitor and analyze sales goals.
- Perform regular joint sales calls and work closely with strategic accounts.

SECONDARY DUTIES AND RESPONSIBILITIES

- Develop a sales strategy to achieve organizational sales goals and revenues
- Track and interpret sales figures and reporting
- Ensure members of the sales team have the necessary resources to perform properly
- Plan and direct sales team training
- Become the product expert in all products that are represented.
- Monitoring their sales notes in CRM.
- Oversee when accounts have not been buying by running reports.
- Participate in planned events & product demonstrations to foster vendors relations.
- Attend courses, teach courses when appropriate, and regularly practice scripts and dialogues with team.
- Provides team with learning and growth opportunities.



QUALIFICATIONS FOR THE JOB

Education:

- Bachelor's degree, or equivalent combination of education and work in a sales role.

Experience:

- 4 to 6 years of sales management/sales manager experience.
- 3-5 years managing a sales team.
- Knowledge and understanding of the promotional products industry.

KNOWLEDGE, SKILLS, ABILITIES AND COMPETENCIES

- Proven track record of starting and growing a sales team
- Proven ability to lead, coach, motivate, inspire and mentor a professional sales team.
- Excellent interpersonal skills and the ability to establish and maintain relationships
- Optimistic attitude – solutions oriented and working with a ‘can do’ approach.
- Excellent computer skills and comfort working in different software applications.
- Competency in sales CRM and a strong CRM advocate.
- Must have impeccable attention to detail and be dedicated to process development and compliance.
- Strong customer service skills.
- Proven ability to communicate clearly and concisely, verbally and written.
- Proficient with Microsoft Excel to run and build reports and Office suite.
- Thrives in a fast paced, healthy and evolving team environment
- Gets and gives energy by achieving results through people
- Must be process oriented.
- Excellent follow-up skills.
- Ability to create a steady pace for the team staying on pace to goals
- High integrity and commitment to the team and individuals winning.
- Skilled listener and communicator using several means to connect with teammates
- An intuitive understanding of motivation/influence
- Strong sense of urgency, but not at the expense of quality

Signature Approved By: _____

Date Approved: _____

Date Last Reviewed: _____

Last Reviewed By: _____