

## **Job Title: Inside Sales Manager**

### **Reports to: VP of Sales**

Department: Sales

**Location:** 9258 S Prosperity Rd, West Jordan, UT 84081

**Schedule:** 8:00am – 5:00pm M-F (hours may vary during travel)

**Salary Range:** \$60,000/year + bonus

**Benefits:** Full medical includes HSA option, Dental, 401k match, Paid PTO, Referral bonus

### **Direct Reports:**

How many people does this position supervise: 13 Direct / 14 Indirect

Does this position have disciplinary responsibilities: YES

Does this position have hiring/termination responsibilities: YES

Does this position have evaluation responsibilities: YES

### **Essential Functions and Primary Duties**

- 1) Manage the inside sales team and account specialists in person and remote.
- 2) Based on company sales goals, work with the VP of Sales to create and measure sales strategy, lead actions, and track results.
- 3) Collaborate and work with CS Manager to meet sales goals and customer satisfaction.
- 4) Measure customer satisfaction and offer suggestions to improve services.
- 5) Manage and analyze reports and data that help meet target sales and customer satisfaction goals
- 6) Interview, hire, coach, and measure performance of direct and indirect reports
- 7) Develop plan to train and mentor inside sales staff for optimum performance with the goal of delivering sales goals and customer service excellence. Collaborate with Sales Support & Training Manager.
- 8) Take escalation customer phone calls and emails.
- 9) Review resolutions and provide best strategy to resolve claims.
- 10) Travel – This position may require some travel throughout the year to satellite offices, tradeshows or customer office visits.

### **SKILLS:**

Ability to lead by example, motivate a team, apply strategic plans to help sales reps grow the business, delegate, communicate clearly, negotiate, manage change well, improve processes, organize, value relationships, detail oriented and have strong decision-making skills.