JOB DESCRIPTION

| **TITLE** | INSIDE SALES REPRESENTATIVE | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Inside Sales Representative at [organization name] is responsible for managing and nurturing client relationships, generating sales through various communication channels, and contributing to the company's sales goals.

This role requires a proactive approach to identifying new business opportunities, maintaining existing accounts, and ensuring customer satisfaction through excellent service.

**Duties and Responsibilities**

Overall Responsibilities:

* Develop and maintain strong relationships with current and prospective clients.
* Conduct sales calls and presentations to potential clients via telephone or online platforms.
* Understand and identify customer needs and requirements.
* Collaborate with the team to develop sales strategies and initiatives.
* Keep abreast of the company's products, services, and industry trends.
* Manage the internal sales pipeline and achieve the targets set by the sales manager.
* Process sales orders, prepare quotes, and follow up on sales leads.
* Provide product information and support to customers.
* Maintain accurate records of all sales activities and customer communications.
  + Update potential client files with all required information, including requests to cease communication.
* Work closely with the sales and marketing teams to align sales strategies.
* Assist in the development of sales plans and the analysis of sales performance.
* Handle customer inquiries and resolve issues promptly.
* Participate in sales training and professional development opportunities.
* Perform other related duties.

**Qualifications**

* A high school diploma or equivalent General Education Degree is required.
* X years of experience in sales or a similar role, preferably in an administrative or customer-facing role is an asset.
* Experience in the construction industry or another related field is an asset.
* Proficiency in Microsoft Office software (Word, Excel, Outlook) and CRM software is preferred.
* Experience with professional interactions by telephone, email, or other communications.
* Proven track record of meeting or exceeding sales targets is an asset.
* Knowledge of sales techniques and the ability to conduct negotiations is required.

**Core Competencies**

* Strong communication skills, both verbal and written.
* Driven and results-oriented with a positive attitude.
* Strong customer service and relationship-building skills.
* Ability to multitask and manage time effectively.
* Detail-oriented with strong problem-solving abilities.
* Adaptable to a dynamic and fast-paced work environment.
* Excellent organizational and time management skills.
* Ability to work independently and as part of a team.
* Excellent negotiation skills and presentation skills.

**Working Conditions**

* Work weeks typically consist of XX hours per day.
* Office hours are (Insert Hours).
* Overtime and hours worked outside of the standard work schedule may be required.
* Extended periods of sitting and working on a computer monitor and talking on the phone.
* Work is onsite/remote/hybrid.