



Inside Sales Representative

POSITION SUMMARY:

Member of the Inside Sales Team, which has overall responsibility for parts sales, machine sales to existing dealers and non-territory customers, and generating sales opportunities. Performs a variety of customer service, marketing and sourcing duties related to the sale and delivery of parts and equipment that contribute to the profitable operation of the Inside Sales department. This position reports directly to the Director of Inside Sales and may require occasional travel.

JOB RESPONSIBILITIES:

- Generate quotes for parts and machines, and complete special-order requests for the customer
- Develop packing slips, send parts orders to Shipping Dept. for fulfillment, coordinate final billing and shipment to customer
- Address and resolve customer's issues, providing a high level of service
- Identify, secure and maintain new and existing customer relationships
- Collaborate with Marketing for lead development through data mining
- Support Outside Sales Department by qualifying leads and opportunities
- Source new sales opportunities for international, military and government channels
- Trade show attendance and travel to customers as applicable

QUALIFICATIONS:

- High School diploma or equivalent required
- Associate's or bachelor's degree in business or commerce preferred
- Sales and/or Customer Service experience preferred
- Mechanical aptitude and/or equipment familiarity with the ability to read parts and machinery schematics/diagrams
- Computer proficiency in MS Office required, experience with CRM and ERP systems preferred
- Excellent oral and written communication skills
- Strong organizational skills and attention to detail
- Ability to provide outstanding, friendly and professional customer service
- Adaptability to changing tasks and workflows
- Ability to work in a fast-paced environment
- Excellent problem-solving skills