



JOB DESCRIPTION

<i>Position Title</i>	Inside Sales Manager
<i>Position Reports to</i>	Director of Sales & Marketing
<i>Type of Position</i>	Full-time
<i>Position Summary</i>	<p>The Inside Sales Manager manages the inside sales force and maintains customer satisfaction by providing problem-solving resources. This includes meeting sales objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions. Interact with internal Product Managers, Regional Sales Managers, and Director of Sales to identify, implement, and analyze key product and service initiatives. Liasson with company represented manufacturers and key end use customers to resolve issues and/or build new business.</p>
<i>Primary Responsibilities</i>	<ul style="list-style-type: none"> • Achieves sales objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; quality, and customer-service standards; resolving problems; identifying customer service trends; determining system improvements. • Improves customer service quality results by evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes. • Oversee the assembly, finalization and tracking of sales quotes, bids, RFP's and resulting contracts. Responsible for assuring implementation to meet and or exceed customer expectations. • Compiles compliments, suggestions, and complaints made by the customers and reports them to the appropriate departments* • Identify benefits, options & competition of offered products/services. Explain to inside sales associates. • Identify industry trends and convey to Product Managers and Director of Sales. • Liasson with key manufacturing/customer management personnel to work through product/service issues & launches. • Backup inside sales associates as required. • Guide product & service order reconciliation with actual field performance or shipments. • Approve quote & order discounts. Coordinate with Director of Sales on discount, warranty & issue resolution discounts that impact customers. • Motivate and galvanize inside sales employees into a unified team across different tasks and regions. <p><i>* Indicates essential job function</i></p>
<i>Qualification/ Knowledge/ Skills Required</i>	<ul style="list-style-type: none"> • Previous experience in industrial specific product/service sales • Good analytical and decision making skills • Strong communication and relationship skills • Leadership experience in a department managing 5+ employees. • Work on a committee for project achievement • College Degree (2 or 4 year preferred)
<i>Resume Submission</i>	Email to: hr@mulcare.com