
Job Description – Inside Sales Representative

BASIC FUNCTION:

The function of the Inside Sales Representative is to provide direct support to the Sales Managers in the ongoing development of existing and prospective TERiX customers to ensure that the department is able to meet its growth targets.

Note: The external title for the position of Inside Sales Representative is “Account Manager”.

PRINCIPAL DUTIES:

The following are principal duties of the Inside Sales Representative/Account Manager

Leadership and Management

- Represent TERiX in a positive and professional manner
- Work with all personnel and outside contacts to satisfy clients and achieve company goals
- Identify areas of improvement in the company and assist in creating and implementing solutions
- Arrive to work and meetings on time and prepared
- Maintain work areas in a clean and organized manner
- Perform any other duties assigned by your manager

Inside Sales

- Conducts Contract Administration Requests including adds, deletes, and changes
- Complete and maintain accurate sales forecasts, data gathering and reports for Business Managers
- Conduct Post Sale Follow Up (call customer to ensure welcome letter and contract start date are correct) in coordination with service delivery engineer as appropriate
- Develop quotations in cooperation with the Deal Desk Administrator based on identified sales strategy and information collected from customer or partners as assigned
- Conduct ongoing customer needs, analysis, research of customer requirements through first party resources
- Participate in management meetings and take responsibility for sales improvement initiatives and other assigned action items
- Conduct regular customer review calls as per customer review procedure and follow up as necessary
- Assist in customer escalation as per escalation procedure
- Perform routine follow up calls as per renewal procedure to hit Renewal Sales Goals
- Completing Contract Activation Reports
- Following up and completing Contract Activation Variance
- Perform reporting functions on an ongoing and timely basis including Quotes, Bookings and Renewals
- Assist in completing sales projects including proposals and marketing

RESPONSIBILITIES:

The Inside Sales Representative is responsible for ensuring that:

- All of the duties of the position are completed as per the job description
- Sales administration duties are performed accurately and on time
- Customer Data Variances as reported by the Contract Coordinator are followed up in a timely manner in order to preempt escalation to Business Unit Manager
- Collecting and reporting post sales customer information and issues
- Becoming a student to TERiX process so that next steps can include outside sales roles
- Assisting Sales Managers on an as needed basis

AUTHORITIES:

The following are principal authorities granted to the Inside Sales Representative:

- Exercise the responsibilities and perform the duties of this position. This includes full decision-making authority for all responsibilities and duties
- Provide recommendations regarding the improvement of customer sales and retention tools and procedures
- Request assistance from the Service Support Manager in acquiring customer data
- Provide assistance to Deal Desk in discussions with customers in the development of quotations
- Provide assistance to the Contract Coordinator with negotiations with sub-contract service providers to extend contracts to cover service delivery requirements within existing pricing structures

REPORTING RELATIONSHIP:

- Inside Sales Representative reports to the Director of Sales with dotted line report to the Manager General Accounts and to the Director, Strategic Alliances.

QUALIFICATIONS:

- One Year Sales Experience or some level of customer service experience
- BS/BA in Marketing or Business Administration
- Working Knowledge of Microsoft, Word Excel, PowerPoint
- Positive attitude, exemplary attendance, and reliable team member
- Working Hours 8:30am – 5:30 pm

COMPENSATION AND MEASURES OF PERFORMANCE:

The following will be used to evaluate and compensate the performance of the Inside Sales Representative:

- Annual base salary
- Potential for profit sharing bonus based on department and company performance
- Employee healthcare/benefits/vacation