



## **Inside Sales Representative**

**Location: Youngsville, NC**

### **General Summary**

The Inside Representative will work cooperatively with outside sales and other members of the sales team to grow and service existing customers, generate new customers and meet or exceed assigned sales and productivity quotas at the appropriate gross margin, while increasing customer satisfaction. This person will manage their customers and territory including order processing, customer service, and outbound inside sales activities.

### **Primary Duties and Responsibilities**

- As a member of the Sales team, performs tasks in support of Sirchie's Mission Statement and conducts business consistent with the company's Core Values.
- Meets or exceeds the orders plan each month, quarter, and year at the appropriate gross margins.
- Utilizes outbound sales activity and calling to generate new and ongoing sales
- Manages the incoming quote and product information requests, order processing for assigned territory, and customer service needs
- Generates new and repeat sales by providing product information in a timely manner
- Consults with customers in order to recommend Sirchie's full line of products, training, and services to best meet the customer needs
- Establishes strong customer relationships through outbound customer outreach
- Collaborates and supports the Regional Sales Managers and Product Sales Manager by providing customer intelligence, information on quotes and opportunities, and processing assigned territory transactions
- Increases sales and average order size by means of cross-selling, up-selling, add-on sales and offering promotional sale items
- Identifies or implements designed outbound call campaigns
- Recommends alternate products based on cost, availability or specifications
- Presents price, credit, and terms in accordance with standard processes and procedures profitability profiles
- Processes customer transactions such as orders, quotes, and other information requests accurately and in a timely manner
- Provides accurate information regarding availability of in-stock items
- Obtains accurate information on shipment dates and expected date of delivery
- Proactively recommends items needed by customers to increase customer satisfaction and improve transaction profitability
- Educate customers about terminology, features, benefits, and added value of products in order to improve product related sales and customer satisfaction
- Monitors scheduled shipment dates to ensure timely delivery and expedite as needed
- Contact customers following a sale to ensure ongoing customer satisfaction and resolve any complaint
- Fills requests for catalogs, information, or samples

- Remains current on customer preferences, regional trends, market trends, competition, and product developments by attending sales meetings, vendor training, and reading trade journals where applicable
- Utilizes business systems for optimal management of the territory
- Implements and leverages all sales training and sales methodologies
- Sets up and maintains customer information, outstanding quotes, and opportunities
- Identifies trends in customer satisfaction or dissatisfaction
- Performs other duties as assigned

### **Required Qualifications**

- Minimum of 2 years inside sales/ customer service experience
- Proficiency with data entry and customer service applications
- Ability to manage multiple relationships well
- Excellent telephone sales and service skills
- Effective time management skills, with the ability to multi-task
- Exceptional verbal and written communication skills
- Detail oriented and organized

### **Preferred Qualifications**

- Education – Two year degree
- Government sales experience
- Knowledge and experience using Customer Relationship Management (CRM) systems
- Knowledge of forensics products and/or law enforcement industry

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Sirchie is an Equal Opportunity/Affirmative Action employer and will consider all qualified applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

**Please forward resume to [wward@sirchie.com](mailto:wward@sirchie.com) if interested**