



Job Description

A Lifecycle Performance Company

Job Title: Inside Sales Representative	FLSA Status: Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Department: Sales	Territory: National/Remote
Direct Supervisor: Sales Operations Specialist	Indirect Supervisor: COO, Products & Svcs.

JOB SUMMARY

Under the supervision of the Sales Operations Specialist, the Inside Sales Representative is responsible for fielding, qualifying, and assigning incoming sales leads. The Inside Sales Representative will also create prospecting lists and assist with producing quotes for the appropriate sales personnel.

ESSENTIAL FUNCTIONS

Essential duties and responsibilities include, but are not limited to, the following.

- **Incoming Leads Management:** Field incoming sales calls and process sales emails and web contact forms in a timely manner and assign them to the appropriate sales personnel. This includes evaluating the inquiries, researching contacts with available tools, or asking questions from a script, entering the details into the CRM and dispatching them to the appropriate sales personnel.
- **Inside Sales Support:** Support the sales effort through generating leads from subscribed services as well as other sources, qualify leads as necessary through outbound calls using a script, contact and maintain vendor relationships to produce aftermarket product quotes, as well as provide other sales support as needed.
- **Market Research:** Help establish and utilize web research, RSS feeds and other tools to perform research on a set group of industry topics and help publish bi-weekly.
- **Safety:** Participate in the Company Safety goals including Monthly Safety Training, monthly Safety Observations, and any other behavior-based safety practices to help maintain a safe work environment.

Competencies:

- Customer service – sensitive to the needs and concerns of customers and sales team, always remaining courteous while swiftly responding to requests
- Data entry – logging data and taking note of important details in all customer interactions and update the company database accordingly
- Interpersonal skills – strong interpersonal skills to cultivate long-term relationships with customers, sales team, and vendors.
- Organization skills – given that this role involves a wide variety of tasks, from researching to answering inquiries, it’s ideal for organized multitaskers who manage their time well
- Tools – experienced in Microsoft Office (especially Word and Excel) required and Customer relationship management software (such as Pipeline Deals and/or Pipedrive) preferred.
- Responsiveness- responds to requests for service in a timely and thorough manner, does what is necessary to ensure customer satisfaction, prioritizes customer needs and follows up to evaluate customer satisfaction.



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- Independent – Must be capable of working on multiple projects with little supervision.

MINIMUM JOB REQUIREMENTS

- Inside Sales experience or Customer Service experience in water, wastewater, environmental, industrial, or manufacturing markets preferred.
- Strong oral and written communication skills as well as strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.

ACKNOWLEDGMENT OF REVIEW

Employee Name:	Hire Date:
Supervisor Signature:	Date:
Employee Signature:	Date:

ACCOMODATION REQUEST [POST HIRE]

I have read and understand the physical requirements of the role and	
I can complete the physical requirements without accommodations.	_____ Employee Signature
I am requesting accommodations. <i>(Please contact HR)</i>	_____ Employee Signature