



## JOB DESCRIPTION

Job Title: Inside Sales Representative	Department: Sales
Reports To: Management	Revision Date:

### Position Overview

The Account Manager will work with existing and prospective customers to meet the customer's needs and engage with the manufacturer and tech support to ensure customer success. The Sales Support Representative will use the CRM system to create quotes, process orders, and manage activity.

### Essential Job Functions

- Create quotes and process sales orders for customers via CRM system.
- Understand customer specific buying needs/special price offers to ensure accurate quotes, shipping costs, etc.
- Enter new client/lead information into CRM system – according to entry format and without error.
- Maintain current knowledge of internal systems and processes in order to increase the level of customer service to clients.
- Maintain current technical knowledge of all product lines offered by MBSI WAV, by attending in-house and supplier trainings.
- Work with Purchasing to ensure inventory is available or drop ship purchase orders are placed to meet customer demands.
- Work with the Warehouse department to ensure product shipments meet the customer requirements.
- Work with the Accounting department to ensure that customer orders are processed, and credit related issues are communicated with customers.
- Assist in creating tailored, cost-effective technology solutions that provide the appropriate technical solution to meet the customer's needs and positively impact a customer's bottom line.
- Provide technical information and exceptional customer service to clients.
- Become proficient in the pricing models of all product lines offered by MBSI WAV.
- Assist in the customer and vendor RMA process as needed.
- Attend trade shows on an as needed basis.
- Light travel may be required.
- Ability to thrive in a fast-paced sales environment where success is rewarded.
- Comply with all policies and procedures.

### Non-essential Job Functions

- Balance, execute and prioritize both routine and analytical tasks.
- Be highly self-motivated, detailed oriented, open to learn and take direction, and have a "can-do" attitude.
- Excellent time management and organizational skills with strong attention to detail.
- Maintain a well-organized and professional work environment.
- Other duties as assigned.



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### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Education/Experience

Bachelor's degree or equivalent experience and/or training; or equivalent combination of education and experience.

#### Language and Written Ability

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### Math Ability

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, and volume. Ability to apply concepts of basic algebra.

#### Reasoning Ability

Ability to solve practical problems and deal with a variety or concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### Computer Skills

General usage of daily technology and personal computers. Strong knowledge of Microsoft Office. Experience working with CRM/ERP systems preferred (e.g. NetSuite).

#### Certificates/Licenses Required

N/A.

#### Other Skills/Abilities

- Detail focused and possess strong organizational, analytical, and problem solving skills.
- Strong interpersonal skills.
- Ability to self-motivate, and ability to consistently deliver high-quality work product.
- Ability to thrive in an environment which is both ad-hoc, as well as an environment in which one must play multiple roles to support the organization.

***NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.***

#### **Supervisory Responsibilities**

This job will not have supervisory responsibilities.



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### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment consists of an indoor, climate-controlled atmosphere. Noise level in the office is quiet to moderate. Noise level in the warehouse is moderate and occasionally loud.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to lift 25 pounds, sitting or standing for extended periods of time, with the requirements to walk, reach with hands and arms, dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and talk/hear. Specific vision abilities required by this job include close vision and ability to adjust focus. Must be able to physically participate in sales presentations, tradeshows, and other meetings.

### **Travel**

This position has limited to occasional travel requirements.