



Inside Sales Manager

Reports to

VP of Sales

JOB DESCRIPTION

Summary/Objective

The inside sales manager position oversees team of inside sales specialists to ensure the close of contracts for partner programs, at defined monthly goals, that ensure partner and customer satisfaction.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Manage a team of inside sales specialists that contact customers through, but not limited to, phone calls, email, mailings, fax & online ordering systems to communicate opportunities to extend initiatives with the company.
2. Conduct selling efforts as needed.
3. Facilitate new processes, tools, communications, training and methodologies to ensure sales program's success across teams and departments throughout the company. Serve with other departmental management to facilitate relationships among members of these various departments and locations in order to achieve the organization's goals and objectives.
4. Collaborate with outside sales, marketing, operations, transportation, purchasing & A/R to facilitate new programs, messages, campaigns and offerings.
5. Facilitate programs to gather requirements and features from customers and their communities to augment sales, marketing, development, support, product management, and business and technology partnerships, and others as needed.
6. Oversee resource planning, reporting, territories, incentives and communications for the assigned team.
7. Participate in client interactions to ensure cross-training, customer satisfaction and management involvement regularly.
8. Ensure reporting and communications is frequent and bi-directional.



Competencies

1. Communication Proficiency.
2. Leadership.
3. Teamwork.
4. Organization
5. Customer/Client Focus.
6. Flexibility.

Supervisory Responsibility

This position manages all employees of the department and is responsible for the performance management and hiring of the employees within that department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, specialized software, phones, scanner/photocopiers, filing cabinets and fax machines.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.