



## Inside Sales Representative

An Inside Sales Representative (ISR) will play a fundamental role in achieving our customer acquisition and revenue growth objectives. ISR's are responsible to maintain their book of business while provide excellent customer service. ISR's work with customers to find what they want, create solutions, and ensure a smooth sales process.

### DEPARTMENT:

Sales

### REPORTS TO:

Inside Sales Leader

### JOB RESPONSABILITIES INCLUDE (BUT ARE NOT LIMITED TO):

- Answer customers' questions about products, prices, availability, product uses, and credit terms
- Recommend products to customers, based on customers' needs
- Contact regular and prospective customers to promote products, explain product features, and solicit orders
- Estimate or quote prices and delivery dates
- Input orders promptly and accurately
- Follow up on special orders

### PERFORMANCE EXPECTATIONS INCLUDE:

- Use of sales and influence techniques to grow book of business
- Excellent customer service
- Being able to maintain focus in a fast-paced environment
- Demonstrate the ability to accept and adapt to change

### JOB REQUIREMENTS INCLUDE:

- Sales and Marketing - knowledge of principles and methods for promoting and selling products or services
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Strong background in access control sales, product management, purchasing, installation or service required
- Strong working knowledge of access control categories, suppliers and manufacturers
- 2 Years of prior experience in sales and/or customer service
- Intermediate skills with software and Microsoft Office Products.
- High School Diploma or GED
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.