



750 N. BAKER DRIVE, ITASCA, IL 60143 • 1.800.419.4583 • F: 888.371.8314

## **Job Title: Business Development Inside Sales Associate**

Our company expects all team members to uphold our core values of **Safety, Teamwork, Respect, Accountability, Continuous Improvement, and Ethical Behavior.**

<b>Safety</b>	Practice Safety First...Always
<b>Teamwork</b>	Offer help, ask for help, and value being a member of a strong team
<b>Respect</b>	Treat others as you would like to be treated
<b>Accountability</b>	Be on time and contribute
<b>Continuous Improvement</b>	Take initiative and strive to do better
<b>Ethical Behavior</b>	Follow our Code of Ethics and meet our high standard of professional behavior

**Considerations:** The Business Development Inside Sales Associate will be responsible for developing and executing a business development plan that will identify and target prospects, capture an audience of decision makers, and either close new accounts or handoff the audience to outside sales (45%), managing customer orders (35%), and provide support in retaining and growing existing accounts (20%).

This role spends a significant amount of time on the telephone and working on email to penetrate new accounts. They will be working very closely with our outside team to develop strategies to target key prospects within their territory. The ideal Business Development Inside Sales Associate must be resilient, energetic, and able to engage customers in discussions that underline the value CGM can bring to their operations. The Business Development Inside Sales Associate will be closely tuned into the driving factors that would motivate prospects to start buying from Chicago Glue & Machine.

**Full Time:** Monday through Friday 8:00 am to 4:30 pm, availability on evenings and weekends as needed

**Reports to:** Sales Manager

**Direct Reports:** None

### **Primary Duties**

- Close new accounts.
- Accurately manage customer orders.
- 15-20 outbound calls/day.
- Optimize and leverage technology including and not limited to CRM.
- Provide CGM customers professional sales representation and excellent service.
- Provide credible technical and market information to add value that gains customer and prospect support.
- Additional projects as assigned by management.



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**Skills:**

- Active Listening
- Professional Communication Skills
- Problem Solving
- Qualification Questioning
- Objection Prevention
- Objection Handling
- Closing Techniques
- Relationship Building
- Negotiating
- Networking
- Time Management

**Benefits**

- 10 paid holidays
- Choice of HMO or PPO Medical Insurance, Dental and Vision Insurance offered
- FSA
- 401k, 3% employer match

**Requirements**

- Bachelor's degree in technical/mechanical or marketing field(or equivalent experience).
- 1-2 years professional sales experience, directly managing and supporting accounts and multiple technical product lines.
- Demonstrated experiences and proven results in sales, prospecting, and new business development.
- Proven experience & ability to work independently as well as in team environment.
- Well organized, process and data driven, producing accurate and timely reports, etc.
- Must be able to pass background check and drug screen.

Work is performed indoors in normal office setting. Occasional trips to customers where conditions can vary.

Salary is commensurate with experience.