



**Job Title: 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>	Safety First
<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 Inside Sales Associate will be responsible for inputting customer orders (50%), making outbound calls or emails and providing support to existing customer to retain and grow business (20%), support the outside sales team by providing quotes and information as well as prospecting for new accounts (20%), and finally handling the inbound CGM sales and information line (10%).

This role spends a significant amount of time on the telephone and working on email, managing customer requests focused on maintaining and developing business. The ideal 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 Inside Sales Associate will be closely tuned into the needs of their customers and anticipate and solve problems by providing on-demand technical and product support.

**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**

- Accurately input customer orders.
- 15-20 outbound calls/day.
- Record all customer conversations in CRM; develop, enter, and update opportunity process in CRM.
- Manage sales at existing accounts.
- Provide CGM customers professional sales representation and excellent service.
- Gain customer support and acceptance by engaging in technical discussions to determine requirements and expectations, then effectively explore product and service solutions.
- Influence and gain alignment with key decision makers and influencers at all levels of an organization.
- Through verbal and written communication, determine business requirements, expectations, and identify decision makers, influencers, and develop relationships.
- Communicate well with CGM Senior Territory and Territory Managers when determining if an account has more opportunity that would justify being handled by our outside team.
- Additional projects as assigned by management.

**Safety:**

- Safety minded at all times including and not limited to following safety procedures.
- Keeps work and community areas clean.
- Report any unsafe work practices, injuries or quality issues to your supervisor.

**Skills:**

- Active Listening
- Professional Communication Skills
- Problem Solving
- Qualification Questioning
- Objection Prevention
- Objection Handling
- Closing Techniques
- Relationship Building
- Negotiating
- Networking
- Multitasking
- 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 sales 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.