



Inside Sales Manager

Position Summary

As an Inside Sales Manager, you will be an effective leader/member within a High-Performance Team required to deliver excellent customer experiences. The role will be responsible for leading the Customer Service & Estimating Teams by providing excellent customer service to both external and internal customers. The role demands the highest degree of collaboration with our customers, to ensure there is profitable growth within existing accounts and creation of new customer partnerships. You will interact daily with our customers and internal teams to execute the division's long-term strategic plan.

Responsibilities

- Growth and Accountability for members of the team, be a mentor
- Assist the Sales Team with estimating projects, determining sell prices, aligning our value propositions with our customer's needs, and proposal development
- Account management for defined existing accounts responsible for revenue, profit, and customer satisfaction growth targets.
- Support our Marketing Plan through project management, market assessment, and contribute to our messaging development
- Work closely with operations, engineering, and quality to ensure our customer needs are being met
- Evaluate and lead change that will deliver improvement to our processes to deliver increased speed, reliability, and great customer experiences.
- Order entry, portal management, and responding to customer requests within a defined timeframe.
- Manage forecasts from our customers to ensure capacity, materials, and resources are adequately aligned to deliver upon our promises
- Process expedites, revision changes, and other customer requests accurately and expediently.
- Have an intimate understanding of our customer's product lines, business operation processes, and needs and consistently provide an outstanding experience that delivers on all of these.

Education/Training

- Bachelor's degree with a major/minor in business, marketing, engineering, or sales management is preferred.
- 3-5 years' experience within customer service industry
- Experience as a leader/manager within a fast paced environment
- Strong customer service, organizational and PC skills (MS Office Suite, ERP systems)



Knowledge/Skills/Abilities

- Ability to lead a team within a dynamic, deadline driven environment
- Ability to effectively make decisions that aid in the growth of your department and the business unit
- A strategic thinker that can translate vision into deliverable actions
- Engaging positive attitude, fun to be with
- Has a drive to elevate their skill set, education, and continually look for ways to better themselves
- A future desire to progress to Account Management or a New Business Development position

Travel Requirements

- Some travel required; 2-4 days per month possible

Physical Requirements

- none

Materials and Equipment Utilized

- Computer, printer, phone, etc.

Working Environment:

- Office

