



Position: Executive/Officer – Sales [Inside]

Role Overview

The Inside Sales Representative is responsible for selling the Company's products and services through excellent communication skills over telephone and on email. This individual will develop his or her phone based revenue generation through the creation of sales leads, initiation of prospect calls, and establishment of ongoing rapport with existing and potential prospects.

You will also share joint responsibility with the Frontline Sales team and the Field Support team to ensure that all opportunities are smoothly and professionally closed.

You will be responsible for post-sale interactions with the customer and to ensure that payments are collected as per the prevailing norms.

Integrity and passion are essential for this role, which can translate to substantial financial incentives.

Responsibilities

This is a key position that is involved in coordinating pre-sales and after-sales activities between customers, Frontline Sales, Logistics/Fulfillment and the Technical Support teams.

- Cold call prospects that are generated by external sources of lead-generation.
- Identify decision makers within targeted leads to initiate the sales process.
- Penetrate all targeted accounts and originate sales opportunities for the Company's products and services.
- Ensure follow-up by passing matured leads to the Frontline Sales team based on the call-to-action, along with all relevant profile information about the opportunity.
- Set up and deliver sales presentations, product/service demonstrations.
- Prepare price quotes for prospective and existing customers, with relevant and accurate information.
- Emphasize product/service features and benefits, quote prices, discuss credit terms, and prepare sales order forms and/or reports
- Making outbound follow-up calls via to steer sales with prospective and existing customers.
- Handling of inbound calls/email enquiries, grievances from prospective and existing customers.
- Play a key role in new business development through data gathering, screening and prospecting potential customers and managing the process leading to closure.
- Updating and maintaining changes in the new/existing accounts in the CRM system used by the Company.
- Ensure that payments are collected from customers as per the norms prevailing in the Company.
- Investigate and troubleshoot customer issue relating to services.
- Identify areas of improvement in the company and assist in creating and implementing solutions.

Personal Attributes

- An outgoing personality with sound interpersonal skills, who will leave a positive impression with customers.
- A systematic and professional approach to work is an essential quality.
- Excellent spoken and written English communication skills
- Should be able to handle a demanding work pace and ensure that committed outcomes are delivered.
- Should be a dependable team-player who ensures that the goals of the team are kept in focus at all times.

Education & Experience

- A Bachelor's degree is a must, and you'd get favourable consideration if it's in Engineering or Business Management.
- You are expected to be a proficient computer-user, particularly with office productivity and email applications.
- At **Executive-level**: 1+ year of relevant experience in Inside/Frontline sales;
- At **Officer-level**: 3+ years of relevant experience in Inside/Frontline sales.

Other Considerations

Though not always occasional travel to interact with key accounts will be required.

You will be required to deliver process presentations during in-house training programs.