



Job Description

Job Title:	Inside Sales Support Representative	Prepared By:	Dan Barton
Department:	Sales	Approved By:	John Mooncotch
Reports To:	Vice President – Sales	Date:	January 22, 2015
FLSA Status:	Exempt	Email Resumes to:	Danb@royalcrane.us

Basic Function

Responsible for supporting the company's sales staff and it's goals through professional sales techniques and good customer service, maintaining quality relations with existing accounts, providing sales and marketing coverage, and additional corporate support as needed.

Responsibilities

1. Develop maximum sales potential and support through assigned contacts using competitive sales techniques and knowledge of the company's products and services as well as the competition's strengths/weaknesses.
2. Build and maintain quality relations with existing accounts, work to increase account base and volume of sales on a consistent basis.
3. Perform dilligent market and territory research to drive new business development.
4. Contact customers and prospects via telephone, corresponding as frequently as necessary to meet and surpass profitable sales goals for the company.
5. Reevaluate work on an ongoing basis to increase market share.
6. Develop opinion reports on strategies to increase the company's market share.
7. Stay abreast of market conditions regarding products, product updates, service offerings, and new technologies through available resources.
8. Utilize company leads to expand current customer base and follow up all leads promptly.
9. Maintain updated, organized files on all accounts in all territories.
10. Complete and submit sales reports on account activity, outstanding proposals, proposals secured, and proposals lost with complete documentation.
11. Provide information and/or follow up on customer as requested.
12. Cross-Train on all company functions to be able to step in and fill additional roles if needed.
13. Perform other related duties as assigned.

Required Skills

Oral Communication Skills	Written Communication Skills
Customer Relations	Customer Service
Diplomacy	Math Skills
Negotiations	Professionalism
Presentation	Time Management
Closing Technique	

Education/Training

Degree: 2 – 4 Year College Degree or Equivalent

Experience

Prior experience in the construction industry and sales experience preferred, but not required.

Certifications/Licenses

Valid Driver's License - Must meet insurance underwriting requirements