

TITLE: Franchise ISR (Inside Sales Representative)
REPORTS TO: Division Manager

POSITION SUMMARY:

The inside Sales Rep is responsible for driving and closing new business opportunities, up-selling and cross-selling to customers across a wide range of high tech products and solutions.

This position requires an aggressive “hunter” mentality with the ability to create, work and close opportunities within the telecommunications & technology space.

Essential Functions:

- Cold call prospective accounts to identify, nurture and close new business sales opportunities
- Plan and prioritize sales activities and prospect contact towards achieving stated sales targets
- Manage product mix, according to agreed business goals.
- Sell client solutions to prospective Customers and through the appropriate propositions and ethical sales methods, through internal liaison, to optimize quality of service, business growth and customer satisfaction.
- Respond to and follow up on sales inquiries in a timely and effective manner
- Provide timely closure and tracking of all identified opportunities using client tracking tools
- Handle the end-to-end sales process with the customer, including capturing site information, requesting DSL/Cable “prequalification’s” from client internal resources, communicating the available service offerings to the customer, accurately completing ordering forms (either electronic or manual) and securing customer signature/agreement to contracts.
- Provide regular business pipeline reports/forecasts for all business developed and closed on a daily, weekly and monthly basis.
- Use customer and prospect contact activities tools and systems, and update relevant information, including forecasts, into these systems.
- Attend and present at external customer meetings and internal meetings with other company constituents to perform various business duties
- Work with outside sales to get client programs up and running
- Attend initial and ongoing training to develop required knowledge, techniques and skills needed to accurately articulate client solutions.
- Service client needs, as instructed

Preferred Skill Set & Background:

- Strong prospecting, phone and communications skills-mandatory
- Exceptional time management skills and ability to effectively multi-task
- Ability to close business while achieving a high level of customer and partner satisfaction
- High Tech, telecom and wireless background with the ability to develop account opportunities necessary
- Professional training in Strategic, Value Vision or Solutions Selling a plus.
- Background selling business-to-business, as a field sales representative preferred
- Experience with Salesforce.com, Excel, PowerPoint, Word and Other internal information tools required.

Education:

College degree, some college or business or equivalent required.

Competitive benefits including:

- **Ability to work from home**
- **Medical Insurance -100% Employee Funded**
- **Paid Vacation/Personal Days**

WORK SPACE REQUIREMENTS

- A dedicated workspace with a door that closes and appropriate workspace tools, (i.d.; desk, phone, laptop, high speed internet service, clock, etc.)

Please send resume to elizabeth.bender@rmfactory.com

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