
INSIDE SALES COORDINATOR (FULL TIME)

General Summary:

Develop and provide sales proposals for clients that create value solutions to their biggest space and productivity challenges and follow the proposal/project from start to completion on or under budget.

You will devote 90% of your efforts toward supporting the sales department with quoting, success follow-up and closing, processing orders, arranging for transportation, delivery, and installation service to ensure 100% customer satisfaction and order fulfillment.

Principal Responsibilities:

- Provide thorough end-to-end sales support to multiple salespeople with estimating, quoting, and delivery of orders
- Work with sales department to take leads and develop proposals for storage and productivity solutions for companies
- Work with customers, build knowledge of customer needs and empathy for customer's situation
- Build and produce quotes for customers, which include products and services including sourcing materials, installation, and freight
- Develop descriptions characteristic to the sales proposal and enter details, parts numbers, etc., creating quotes in CRM and quoting software
- Enter and update contact information in CRM including follow up information relevant to closing the sale
- Follow through to identify value and close the opportunity or identify any gaps for re-evaluation
- Analyze and compare product specifications for value to proposal
- Close the sales opportunity
- Handle pre- and post-sales customer contact, service, and support
- Monitor and control sales costs
- Type correspondence, send submittals and marketing materials as required for the sales staff
- Communicate in pleasant and effective manner on the phone, utilizing interpersonal skills to develop solutions to complaints, even when dealing with a difficult customer
- Handle sensitive/confidential documents
- Work with accuracy, speed, and eye for detail
- Interact with co-workers and customers of all levels with best interest of customer and first priority towards company
- Perform high volume executive-level writing, word processing, and editing
- Operate multi-line phone system, screen and direct calls, take messages
- Visit customer sites to develop sharper edge in understanding the scope of their requirements, which will allow you to develop better solutions, identify and work through barriers
- Desire to learn technical product line
- Desire to contribute toward successful outcome with team spirit
- Report to Inside Sales Supervisor and indirectly to all sales staff

Knowledge, Skills, and Abilities:

- 4-year degree preferred, or minimum 2-year degree with 2 years of experience
- Technical/mechanical aptitude helpful

- Drafting and Engineering background helpful
- Excellent computer, and data entry skills including CRM software, Microsoft Office (Word, Excel, etc.) and Internet
- Creative problem solving
- Team player
- Self-reliant and managed, customer driven, interpersonal, goal achiever, resilient, result orientated, and flexible

Competitive salary/benefits package including healthcare and 401K.

Email your resume to: kraftwerks@kraftwerks.net