

## **Job Description: Goldstar • Inside Sales Representative**

### **Duties and Responsibilities**

- Work in conjunction with sales team to increase revenue and meet monthly and annual sales goals
- Expand prospect database by identifying key target accounts and their decision makers
- Work closely with Sales & Marketing Managers to develop new ways to upsell and cross sell products and services
- Inbound and outbound account management
- Attending weekly sales meetings reporting on customer feedback, issues and potential needs
- Manage and resolve escalated customer service issues
- Ability to work extended work hours through peak selling seasons
- Coordinate with customer service and operations as needed to ensure that client expectations are met
- Work directly with graphic design teams to create effective product presentations
- Build and maintain detailed customer profiles in CRM system
- Keep up with industry trends and competitive landscape

### **Skills and Specifications**

- Demonstrated ability to match client needs with product features and benefits
- Able to work in fast-paced, self-directed entrepreneurial environment
- Highly developed verbal and written communication skills
- Friendly telephone sales personality
- Excellent organizational and time management skills
- Decision-making, problem resolution and creative thinking skills
- Able to multi-task the activities with shifting priorities
- Proficient computer skills including MS Office and Oracle or other ERP System
- Experience in SalesForce.com or other CRM system

### **Education and Qualifications**

- Minimum of Associates Degree or 3+ years related experience
- 1-2 years of inside sales or 3+ years of customer service experience required
- Experience in the promotional products or printing industry a plus