

Title: Promotional Products Inside Sales Associate
Compensation Range: DOE
Level: NA
Location: Remote

JOB DESCRIPTION FOR POSTING:

We require all applicants to please complete a Predictive Index Assessment. By creating objective measures of both the job and the candidate, we inoculate ourselves against any bias. Please see below for the link.

At True Brands, our purpose is to help people embrace today and confidently pursue tomorrow. That's why we provide an environment focused on openness, inclusion, trust and respect. True Brands™ is a fast-growing creativity-driven company specializing in the design and distribution of high-end beverage and lifestyle products. We've become a major contender in the growing beverage accessories, gift and consumables marketplace, with over 25,000 customers worldwide. Our team consists of intelligent, creative and driven individuals who love working together. Check out our website (***.truebrands.com) to learn more about our family of brands. **We are currently able to hire people located in the following states: WA, TX, LA, IL, IN, NJ, PA, FL, AZ.**

We are looking for a inside sales professional to add to True's promotional products sales channel. This channel deals primarily with branded merchandise, providing on-trend and top quality solutions for a wide range of clients.

This role will focus primarily on providing support to the channel manager and contributing to the channels continued growth. The ideal candidate will have some experience with promotional products or other marketing fields; will be customer focused and able to act decisively in a fast-paced environment; is hard-working, driven, and patient.

Job duties include but are not limited to:

- Weekly maintenance of ESP and SAGE online catalogs.
- Prospect & Lead research and qualification
- Customer support with existing promotional channel accounts.
- Order entry in CRM and assist with proof creation.
- Other duties as needed
- Work with the international sales team to process orders shipping out of the country

- Draft letters, emails, proposals and other documents
- Provide exceptional support to our customers
- Resolve customer issues in a timely manner
- Support the sales team operationally by entering orders, and processing returns.
- Generate and customize reports using Netsuite
- Manage and maintain customer databases
- Prioritize and manage multiple projects at once
- Help answer incoming calls from customers when incoming call volumes increase
- Other administrative tasks

Qualifications:

- Driven to succeed
- Strong time management skills
- Strong work ethic
- Strong written and oral communication skills
- Highly organized
- Proficient in Microsoft Office suite
- *Experience with Adobe Creative Suite a plus*
- Ability to adapt in an ever changing environment
- Strong analytical and problem solving skills
- Ability to work cross departmentally
- Willing and motivated to reach out to customers over the phone
- Interest in the wine/spirits/beer industry is a plus