



Inside Sales Territory Manager

BASIC FUNCTION:

Responsible for selling NuStep products in an inside sales role and meeting or exceeding sales revenue goals, while working cooperatively with other sales team members towards increased customer satisfaction and NuStep brand awareness.

RESPONSIBILITIES:

1. Meet or exceed individual sales and revenue goals aligned with monthly, quarterly and annual company sales and revenue goals
2. Responsible for prospecting, new lead generation, and qualifying of company-supplied leads through various techniques - cold calling, referrals, repeats, relationship building etc.
3. Ensure proper follow-up and responses to customer inquiries and requests for price quotations, purchase orders, order changes, adjustments, and cancellations as needed.
4. Responsible for timely and effective closing of identified sales opportunities.
5. Expected to meet the assigned daily phone call quota and follow the adopted corporate inside sales process.
6. Follow established pricing procedures to ensure correct product and shipping costs on quotes and orders.
7. Responsible for accurate and timely order entry into CRM database, including tasks for every lead, opportunity and sale as outlined in our sales process.
8. Follow established procedures for tracking active order status, changes, scheduling changes, partial shipments, credit changes, communication with prospects and customers.
9. Maintain accurate and organized electronic files on customer accounts and prospects.
10. Meet daily sales activity goals for outbound phone calls and connections.
11. Focus on full coverage of territory and strategic market penetration and expansion of current customer base- key and target accounts.
12. Schedule conference calls, face-to-face meetings and attend tradeshows as assigned.
13. Send out literature, marketing materials and prepare presentations for meeting and trade shows using company resources and processes.
14. Generate timely and accurate forecasting and other reports as requested by manager.
15. Work collaboratively with all sales and marketing team members to optimize revenue and customer satisfaction.
16. Meet quality assurance requirements related to customer service and satisfaction.
17. Stay up-to-date on company products to promote the full NuStep product line, including accessories and accessory bundles.
18. Maintain a working knowledge of the competition and market trends to better serve customer needs.
19. Collaborate with other departments to improve efficiencies and use of resources.
20. Perform other related duties as assigned.

SKILLS:

- Communication (verbal, written) and presentation skills
- Ability to connect with, build rapport and maintain excellent customer relations at all levels within an organization
- Excellent Listening Skills
- Account Management Skills
- Exemplary Customer Service
- Professionalism
- Time Management Skills
- Computer Skills (Microsoft Office products, e-mail system and CRM database)

- Cold prospecting and closing skills
- Positive, upbeat, can-do attitude

EDUCATION/TRAINING:

Degree: Bachelor's degree or five (5) or more years of progressive product selling experience.

EXPERIENCE:

1. 2+ years of prior product sales experience, preferably with healthcare products or exercise equipment sales
2. Experience and thorough knowledge of each aspect of the sales cycle
3. Proven success with phone sales - prospecting, qualifying opportunities with prospects and customers, and ability to close on identified opportunities.

CERTIFICATIONS/LICENSES AND OTHER REQUIREMENTS:

1. Valid Driver's License
2. Willing to travel to trade shows and occasional face-to-face meetings with clients
3. Must be have unrestricted authorization to work in the United States
4. Must be willing to take a sales aptitude assessment, pre-employment physical, drug, alcohol, tobacco, and background check
5. Use of personal credit card for incidentals while traveling is required.