



CORPORATE OFFICE
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INSIDE SALES ACCOUNT EXECUTIVE

Responsibilities of Inside Sales Account Executives

- Works under the direction of the General/Operation Manager.
- Inbound and outbound call management.
- Address customer needs and expectations by providing service solutions.
- Participate in educational product demonstrations for all customers, emphasizing product features and benefits.
- Cold calling for business development utilizing all resources. i.e. The Blue Book, Bid Clerk, etc.
- Maintain a clean and safe workplace.
- Must be available to work extended hours including evenings, weekends and holidays upon request.
- Provide support and serve as a liaison to outside sales team and customers.
- Maintain and expand the database of prospects and existing customers.
- Document and communicate customer concerns to General/Operation Manager.
- Awareness of industry developments (products, competition, vendors etc.)
- Assist in warehouse and additional functions per General/Operation Manager

Required Skills

- Proficient in computer software such as Power Point, MS Word, Outlook, Excel and CRM.
- Exceptional verbal and written communication abilities
- Excellent telephone sales personality skills
- Decision-making, problem resolution and creative thinking
- Ability to multi-task with shifting priorities in a fast-paced environment

Minimum Requirements for an Inside Sales Representative:

- Must have a High School Diploma
- Preferable that you have 2 years of customer service experience
- Must be 18 years of age and have a valid driver's license
- Must have the ability to sit and work on a computer for long periods of time
- Ability to lift, push and pull a minimum weight of 40lbs

Employee Name (print)

Branch

Employee Signature

Date
