

JOB TITLE: Inside Sales Representative II

Location: Woburn, MA

PRIMARY JOB PURPOSE:

Supports the growth of Azima services and products to existing and new customers and prospects to achieve sales and service revenue goals. Includes the selling of Azima services and products to end users through the complete sales cycle, including lead and opportunity generation and follow up, moving into quotation phase and closing the sale. Partnering closely with Sales and Service organizations, the Inside Sales Representative II ensures the continued flow of fully qualified sales opportunities and provides sales support to both field organizations and end users. Key activities include outbound tele-sales, opportunity qualification and pursuit, market research and prospect identification, database maintenance, and administrative support.

ESSENTIAL JOB FUNCTIONS:

- Actively drives revenue by engaging in planned and agreed to direct sales and service activities.
- Engages in telemarketing and telesales activities to support sales and marketing initiatives with direct participation in outbound telemarketing campaigns and projects.
- Calls on customers to advise them of current service and sales promotions, Point of Sale service offerings and conduct surveys.
- Works with Marketing Managers and Sales Representatives to manage and implement targeted sales and service campaigns.
- Develops customer call lists through data mining of internal and external customer source data.
- Inputs lead opportunities into the CRM system.
- Qualifies and nurtures sales leads by contacting potential and existing customers to define and clarify the specific details of the sales opportunity and capturing and maintaining the customer data and requirements in CRM database.
- Provides complete solutions for service and product inquiries. Includes recommending the appropriate service and/or product to meet the customer's specifications, preparing formal quotations and closing the sale.
- Assists Field organizations with the sales process through activities which include, but are not limited to, general correspondence with customers, quoting assistance, completion of sales contracts, order coordination for large / complex orders, and installation coordination.
- Works in coordination with field sales representatives, customer order service, and other departments to resolve problems and customer issues.
- Provides project management support for large/complicated orders.
- Utilizes the CRM and other business systems to access customer and order information.
- Develops strong customer relationships.

Operate at Capacity™**BOSTON**300 TradeCenter, Ste 4610
Woburn, MA 01801 USA**SEATTLE**1050 NE Hostmark Street, Ste. 101
Poulsbo, WA 98370 USA

OTHER JOB FUNCTIONS:

- Tracks all outbound calls and inbound calls in the CRM system and captures specific customer and service/product details related to the call.
- Maintain accurate and complete opportunity databases: record and report account information into our CRM databases to ensure up-to-date, accurate information.
- Provide all required reporting of activities and achievements as identified by the Inside Sales Manager.
- Other tasks as assigned.

SKILL REQUIREMENTS:

- Polished and articulate, able to effectively communicate with all levels of a corporation from maintenance workers to executives.
- Persistent in pursuit of opportunities. Not discouraged by unresponsive prospects or obstacles, or rejection encountered when prospecting.
- Possesses ability to make confident and reasoned decisions in the execution of the Inside Sales function including processes that affect every day work.
- Establishes and maintains an open, professional and efficient means of communication with all customers, both internal and external. Maintains an attitude of quickly responding to internal and external customer needs.
- Knows when and how to involve other departments and teams to ensure that exceptional support is being provided to the customer at all times.
- Displays the ability to work effectively and efficiently to achieve goals in a highly variable and often stressful customer call-service environment.
- Interfaces with other departments and work effectively in formal and informal cross-functional teams.
- Has ability to work with minimal supervision, prioritizing work flow on a daily basis and effectively planning and organizing work responsibilities.
- Looks for opportunities to implement new innovative ways for driving revenue through telemarketing and teleselling activities.
- Takes a proactive approach to interpreting the customer's requirements and assisting in addressing the customer's needs while qualifying and advancing sales lead opportunities.
- Professional display and demonstration at all times in one's mode of speech, dress, and personal behavior.
- Excellent verbal, written, and telephone listening and speaking skills.

Operate at Capacity™

BOSTON

300 TradeCenter, Ste 4610
Woburn, MA 01801 USA

SEATTLE

1050 NE Hostmark Street, Ste. 101
Poulsbo, WA 98370 USA

EXPERIENCE/EDUCATIONAL REQUIREMENTS

- Bachelor's degree in business, marketing, engineering or closely related discipline is preferred; or a minimum of two years related experience and/or training; or equivalent combination of education and experience. Telemarketing experience is highly desirable. Inside or Field Sales experience is highly desirable
- Experience with CRM or ERP systems is desirable, Salesforce.com experience is highly desirable.
- Proficient with Microsoft Office programs including Outlook, Word, and Excel required. Access database experience is desirable.
- Ability to gather, maintain, report on, and interpret data in a written and verbal form, along with the ability to create sales documents, customer correspondence, reports, and related narrative with minimal input. The ability to present information in front of groups is also required.
- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages and to create and interpret bar graphs and charts. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume, and to apply conversions using the metric system.
- Ability to understand technical concepts related to large, complex machinery (pumps, motors, turbines, fans, etc.) in industrial environments is highly desirable.
- Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems, involving many variables across situations, is required. Good decision making and prioritizing skills are also required.

Careers at Azima / Azima DLI provide tremendous opportunity to work in a dynamic and rewarding environment and to advance within a growing company. The benefits package includes a 401k plan with employer match, health and dental coverage, and disability insurance. We offer competitive salaries, excellent benefits, and a pleasant working environment with great people. Worldwide Corporate headquarters are located in Woburn, Massachusetts and we maintain offices in Poulsbo, WA and throughout the country.

Azima DLI is unique company providing our clients with the best of both worlds: an automated portal to monitor equipment, plus a human touch from our expert analysts.

- Used by many Fortune 100 and Fortune 500 industrial companies
- The first and only company to provide a truly one-stop interface to monitor the health of industrial equipment
- International sales and support
- Offices across the United States
- Staffed with world-class experts
- Multi-year industry award winner

Operate at Capacity™