

**JOB TITLE:** International Inside Sales Representative

**FLSA STATUS:** non-exempt

**PRIMARY JOB PURPOSE:**

Supports the Director of International Sales in the growth of Azima DLI services and products to existing and new customers and prospects to achieve sales and service revenue goals.

Includes the selling of Azima DLI services and products to end-users through the complete sales cycle, including lead and opportunity generation, quotation phase and closing of sale.

Working closely with Sales and Service organizations, the International Inside Sales Representative (IISR) ensures the accurate procession of all international orders.

The IISR provides sales support to Distributors, Service Partners and end users. Key activities include outbound telesales, opportunity qualification, preparation of quotations, forecasting, prospect identification, and maintaining distributor and end-user awareness of product lifecycles and continued service and support agreement status.

**ESSENTIAL JOB FUNCTIONS:**

- Qualifies and nurtures international sales leads.
- Input international lead opportunities into the CRM system.
- Review all international orders prior to release.
- Assist with maintaining order bookings and shipment reports.
- Acts as backup to Order Entry for international orders.
- Communicate with direct customers and Distributors to advise them of current service and sales promotions and point-of-sale service offerings.
- Work with Marketing Managers to manage targeted sales and service campaigns.
- Work with distributors, customer support, and other departments to resolve customer issues.
- Develop strong customer relationships.

**OTHER JOB FUNCTIONS:**

- Track all activities in the CRM system to maintain accurate opportunity records.
- Provide activity reports and achievements as identified by the Director, International Sales.
- Other tasks as assigned.

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### **SKILL REQUIREMENTS:**

- High level of reading comprehension, attention to detail and professionalism.
- Excellent verbal, written, and telephone listening and speaking skills, including in front of audience.
- Must be able to understand key information in a customer purchase order.
- Persistent in pursuit of opportunities.
- Not discouraged by unresponsive customers, prospects or obstacles.
- Possess an ability to make confident and reasoned decisions in the execution of the Inside Sales function including processes that affect every day work.
- Establish and maintains an open, professional and efficient means of communication with all customers, both internal and external.
- Understand when and how to involve other departments and teams to ensure that exceptional support is provided to the customer.
- Displays the ability to work effectively and efficiently to achieve goals in a highly variable and often stressful customer call-service environment.
- Has ability to work with minimal supervision, prioritizing workflow on a daily basis, effectively planning, and organizing work responsibilities.
- Foreign language skills desirable.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS**

- High School Diploma required two or four year degree highly desirable.
- Experience with Salesforce.com or other CRM or ERP systems is desirable.
- Proficient with Microsoft Office programs including Outlook, Word, and Excel required.
- Ability to perform common math including fractions, decimals, rates, ratios, discounts, interest and percentages.
- Understanding of metric system and international currency conversions.
- Ability to understand technical concepts related to large, complex machinery (pumps, motors, turbines, fans, etc.) in industrial environments is highly desirable.
- Ability to deal with problems, involving many variables across situations, is required. Good decision-making and prioritizing skills are also required.

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