

**CALIBRATION ACCOUNT MANAGER – INSIDE SALES**

**POSITION SUMMARY:**

The Calibration Account Manager is responsible for calibration sales achievement and customer growth in their geographic territory. Making outbound calls, they will ensure a seamless sales process from the first customer interaction to following-up with the customer after the calibration work is compete.

**RESPONSIBILITIES:**

Primary

* Maintains a can-do attitude
* Passionate about finding and identifying new and existing customers by telephone in order to solicit sales for calibration services
* Delivers prepared sales talks, reading from scripts that describe calibration services, in order to persuade potential customers
* Ensures timely feedback of sales scripts to better target the needs and interests of specific industries and individuals
* Works to understand van calibration capabilities and engages with operations to expedite quote processing
* Uses lead list and an entrepreneurial spirit in order to map out a territory plan and build a sales pipeline
* Communicates clearly. Establishes clear expectations of Alltite’s capabilities to customers in order to effectively utilize internal workflow processes for a better customer experience
* Ensures accurate and timely collection of all pertinent customer information in the CRM, the ERP and Alltite’s internal TorqueWare™ cloud-based asset management system

Secondary

* Flexible and responsive to customer needs, answering questions in a timely manner
* Processes incoming PO; receive, evaluate, and respond to written or telephoned customer inquiries in a timely manner
* Professional and timely communication to supervisor and internal personnel
* Acts as liaison between customers and Accounting to ensure quick setup in the ERP
* Assist with pricing management and back up as needed
* Complete other special projects or duties as requested
* Willing to take on additional tasks in order to help the success of the company
* Is responsive to change

**QUALIFICATIONS:**

* Bachelor’s degree or equivalent sales experience and education
* Minimum one year of industrial business to business sales of technical services or products
* Must demonstrate ability to problem solve, learn new processes and change as needed
* Proficient in Microsoft Office with strong verbal and written communication skills
* Ability to convey complex ideas, and thoughts via written and verbal communication in a timely fashion
* Ability to adjust to varying customer and co-worker communication styles and personalities
* Ability to lift 50 lbs. without aid on occasion and ability to sit at desk for four hours using computer

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Preferred qualifications or skills:**

* More than one year industrial business to business sales experience in a customer facing role
* Understanding of the sales process
* Experience in with Microsoft Dynamics GP or other ERP systems
* Experience with CRM software

**Compensation:**

Non-exempt position, base wage plus bonus

Revised April 9, 2018