

Job Title – Inside Sales Representative (Latin America)

Location – San Antonio, TX

Position Type – Full- time Non-Exempt

Reporting To: Director of Sales Latin America

The primary focus of this position is to provide direct Tri-lingual (English, Spanish, Portuguese a plus) support to the Sales Management team for AgiLight's Latin American and US customers. This position requires the candidate to possess the ability to communicate with multiple Latin American countries in Spanish, both oral and written, in a professional and business manner. Candidates should have and understanding of Inside Sales and possess exceptional Customer Service and communication skills. Order entry, Shipping software and sign industry knowledge are preferred. Daily activities will consist of communicating with internal and external customers and the execution of product orders. This person should be highly motivated with the customer to service all their needs.

RESPONSIBILITIES:

- Represent AgiLight in a positive and professional manner at all times
- Arrive to work and meetings on time and in an organized manner. Our standard office hours are 8 a.m. – 5 P.m., Monday through Friday. Modified schedule may be provided/ accommodated based on business needs.
- Communicate clearly and effectively with internal and external customers to provide support and build solid customer relationships in English, Spanish with Portuguese as a plus.
- Ability to work in an open work and team environment.
- Coordinate Region Sales activities with Director of Latin American Sales and support US Sales as necessary.
- Establish and conduct regular customer review calls while building follow up action plans tracked in CRM system.
- Provide accurate and timely AgiLight LED product estimations to customers.
- Manage daily customer orders in a timely manner (receive and confirm all orders with customer followed by providing shipment tracking or order status if on back order).
- Proactively participates in all US and international daily shipping activities to include: Preparing shipping documents, ensuring accuracy, and returning paperwork to the warehouse to meet daily shipping deadlines.
- Perform duties as assigned by your Supervisor and/or as requested by upper Management.

Requirements:

- Bi-Lingual language skills (fluent in English and Spanish)
- Inside sales and Customer Service skills.
- Working Knowledge of Microsoft Office and Adobe Acrobat.

Preferred Qualifications:

- Experience using Great Plains Software.
- Fluency (verbal/reading/writing) in Portuguese (Strongly Preferred).
- Previous translating experience.
- Working knowledge of Order Entry software.
- Working knowledge of Microsoft Dynamics CRM.
- Working knowledge of Shipping Software to include: UPS, Fed Ex, DHL, and Freight carriers.
- Sign industry experience.
- LED Lighting experience.

Performance Metrics:

- Meet and/or exceed approved performance goals.
- Work with all Agilight personnel and outside contacts to satisfy customers while achieving company goals.

Required Behavioral Characteristics:

- Detail oriented personality
- Courteous, considerate, and patient with others
- Flexible and adaptable
- Ability to work in a Team environment