

Inside Sales Representative (Europe)

SUMMARY

The primary focus of this position is to provide direct support to the Sales Team for a specified region. This person should have an understanding of Inside Sales and possess exceptional Customer Service and communication skills. Knowledge of Microsoft Office is required. 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. The ideal candidate will be highly motivated with a focus on working with the customer to service all their needs. This position will receive training on Agilight's Inside Sales Team standard operating processes, LED technology, Agilight products and our product layouts.

RESPONSIBILITIES

- Represent Agilight in a positive and professional manner at all times.
- Arrive to work and meetings on time and in an organized manner.
- Communicate clearly and effectively with internal and external customers to provide support and build solid customer relationships.
- Coordinate Region Sales activities with Outside Sales Team and prepare for weekly sales calls.
- 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 daily shipping activities to include: preparing shipping documents, ensuring accuracy, and returning paper work to the warehouse to meet daily shipping deadlines.
- Establish and conduct regular customer review calls while building follow up action plans tracked in CRM system.
- Perform duties as assigned by your Manager and or as requested by upper Management.
- Coordinate international sales and shipping as needed.

PERFORMANCE METRICS

- Establishes clear and measurable objectives and actions for supplier assessment.
- Must be self-motivated and able to independently manage various activities with minimal supervision.
- Maintains detailed supplier records on an on-going basis, and provides additional written detail on important supplier developments or feedback by request. This includes providing weekly updates on purchasing on-time delivery performance.
- Participate professionally and freely with senior management on the business development and planning process. Proactively participate in key planning discussions.

QUALIFICATIONS

- Must be fluent in French and English
- Inside Sales and Customer Service skills required

- Working Knowledge of Microsoft Office required
- Working knowledge of Order Entry software preferred
- Working knowledge of Microsoft Dynamics CRM preferred
- Working knowledge of Shipping Software preferred to include: UPS , Fed Ex, DHL and Freight carriers
- Sign industry experience is preferred
- LED Lighting experience is preferred

REPORTING STRUCTURE

- Direct: Regional Sales Director