

The **Inside Sales Account Manager** is responsible for achieving quarterly and annual goals by managing a territory using the telephone, Web 2.0 technologies and SAP. The ISAM will build direct relationships with business customers and will work closely with and leverage the selected channel partners to maximize the revenue opportunities within the territory. This role is ideal for candidates who enjoy selling, are achievement-oriented and believe in performance rewards for exceeding annual sales goals through strong collaboration with partners and internal stakeholders. The ideal candidate is success-driven, fast-paced, and works well in a diverse team and enjoys a dynamic and changing environment.

Essential Duties and Responsibilities include the following:

(Other duties may be assigned).

- Receives telephone requests for price quotations, purchase orders, order changes, adjustments, and cancellations directly from customers.
- Achieves and maintains rapport with customers and works to give them the best possible service.
- Uses SAP to retrieve customer information, stock status information, the status of purchase orders, and to make changes on customer purchase orders. Ensures that correct codes are used for retrieving and inputting information.
- Follows up on inquiries for delivery information. Works closely with expeditor in production control regarding deliveries of scheduled shipments.
- Checks with credit department concerning credit status of customer when rush orders are received.
- Contacts factory to follow up on delivery status and requirements. Relays this information to customer.
- Maintains files of active orders and posts activity such as change notices, scheduling changes, partial shipments, and credit changes.
- Prepares paperwork (original purchase order, copies of invoice, and return goods memo) to be given to accounting department for credit or debit to be issued.
- Complete and maintain accurate sales forecasts, data gathering and reports
- Participate in management meetings and take responsibility for sales improvement initiatives and other assigned action items
- Provide support for other departmental projects as needed.
- Participate in opportunities to develop both personally and professionally.
- To meet/exceed and maintain service levels as assigned by management.
- To meet/exceed expected reliability standards.
- Uphold company virtues.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience Requirements:

- Bachelors degree in business, marketing or related field;
- One to two years sales or service experience preferred;
- One to two years computer and business application experience (internet, office, etc.); and

Knowledge and Skill Requirements:

- Excellent communication skills (verbal and written);
- Ability to exercise tact and good interpersonal skills;
- Time management skills;
- Analytical and problem solving skills;
- Ability to be pro-active with a sense of urgency;
- Be a self-starter, a highly motivated person able to work in a fast paced environment that is continually changing.