

## **Inside Sales**

### **Position Overview**

The primary role is to ensure the success of a company's sales department. He/she set sales goals, track sales, produce sales reports, complete monthly forecasting and set department budgets. The Inside Sales monitors sales metrics and manage the entire sales administration process and to collaborate with various areas (partners, customers, interdepartments and etc). It is essential to have excellent communication skills and feel comfortable working in a team environment to lead and motivate the sales team to achieve specific goals. Ultimately, he/she should be able to build a high-performance sales team to ensure customer satisfaction.

### **Key Responsibilities**

- Manage the inside sales representatives team
- Set and track sales targets for your team
- Suggest and implement improvements in the sales administration process
- Coordinate department projects to meet deadlines
- Report on sales metrics and suggest improvements
- Prepare monthly, quarterly and annual sales forecasts
- Use customer feedback to generate ideas about new features or products
- Research and discover methods to increase customer engagement
- Ensure sales, finance and legal policies and procedures are met
- Build an open communication environment for the team
- Liaise with Marketing, Product and Technical departments to ensure brand & service consistency and increase sales
- To carry any duties that have been assign by the company or management.
- To use customer relationship management (CRM i.e Zoho), as project management, monitoring applications tools, provided by company to ensure latest information/ details is up to date.