



## Job Description

<b>Job Title:</b>	<b>Inside Sales</b>
<b>Report To:</b>	<b>Sales Manager</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Prepared Date:</b>	<b>February 2016</b>

### **SUMMARY:**

The Inside Sales position is responsible for providing sales and customer support to established customer accounts and tracking new sales prospects. The Inside Sales role is familiar with all Alpha product lines and responsible for working with outside sales reps to engage accounts to expand product offering and maintain or increase sales year over year. The position will work closely with sales support to ensure product is shipped and received on time.

### **PRIMARY JOB RESPONSIBILITIES:**

- Conduct sales calls to solicit and identify new business with prospective customers
- Track activity, prepare and maintain records for sales leads and account status
- Work closely with the Sales and Customer Service departments to ensure accounts are actively managed and customer leads and inquiries are met
- Communicate with customers and maintain business relationships with customers to better understand and meet the customers needs
- Learn and promote company products and remain knowledgeable and up-to-date on changes and development of product lines
- Provide feedback to management regarding customer needs and concerns

### **SUPERVISORY RESPONSIBILITY:**

- There are no supervisory responsibilities for this job

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong knowledge of the product line to best serve our customers
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of characters

### **EDUCATION & EXPERIENCE**

- Bachelor's degree in Business, Management or other related fields
- 2-3 years sales experience, preferred in apparel, footwear and/or accessories

**PHYSICAL DEMANDS:** 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.

- This position is largely a sedentary role; however the position does work with product which would require the ability to lift boxes, pack and hang product

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines

**TRAVEL:**

Limited travel is expected for this position

Acknowledged by:

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Signature

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Date

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*