



Job Title:	Inside Sales Representative	Job Category:	Sales/Sales Support
Department/Group:	Sales Support	Job Code/ Req#:	N/A
Location:	Hanover, MD	Travel Required:	None
Level/Salary Range:	Competitive compensation package	Position Type:	Full time
HR Contact:	Courtney Deuchler	Date Posted:	November 26, 2018

Applications Accepted By:

CLEARSHARK WEBSITE: WWW.CLEARSHARK.COM/CAREERS

Subject Line: Inside Sales Representative Position

Job Description

The Inside Sales Representative position at ClearShark is critical to the success of our business. As a member of the ClearShark Sales Organization you must embody our core tenants which are as follows: easy to do business with, superb execution, effective communication, teamwork, responsibility, be THE BEST, and have fun.

The ISR serves as the central point of contact and liaison for all Sales Operations support for any specific opportunity. The ISR interfaces with all key stakeholders throughout the Sales Process in order to insure the quoting, acquisition, and order process flows smoothly and efficiently.

KEY DELIVERABLES AND RESPONSIBILITIES:

Quotes:

ISRs are assigned a team of 2 Sales Account Managers based on territory (Sales Team). ISR will be responsible for preparing quotes for customers as directed by assigned Sales Team.

- Document and develop Bill of Material (BOM) based on guidance from Customers, AM's, SE's and Vendor Partners/Distributors
- Obtain accurate and valid cost quote from Distributor/OEM Partner/vendor
- Understand and accurately apply pricing strategy per instructions from Sales Team (i.e. cost markup, discount from list, combination)
- Transfer cost quote into ClearShark excel quote template and accurately apply pricing strategy
- Manage and track quoting process through two-tier partners and IDIQ contract holders
- Insure correct part numbers, quantities, pricing, POC, terms, date, etc.
- Be highly available and responsive in order to turn around on quotes quickly (Target: 2 hours after all prerequisite information is received)
- Serve as pivot point for ClearShark Sales Team for all key stakeholders when Sales Teams are not available
- Verify and follow up as required to insure sales and acquisition process proceeds smoothly

Opportunity Management:

- Create opportunities in NetSuite consistent with ClearShark process & procedures (CRM 2.0)
- Be a power user and maintain proficiency in all relevant aspects of NetSuite
- Enter and update key information in a timely fashion
- Register deals and maintain current registrations with OEM partners
- Manage and track deal flow through two-tier and IDIQ contract holders
- Upload all associated files in NetSuite/Box in a timely and consistent manner
- Assist Sales Team in tracking follow-up and next steps on all active opportunities per CRM 2.0 guidelines.

Request for Quotes/Proposals (RFQ/RFP):

- Be the point person for our Sales Team in managing acquisition process
- Receive, respond, and manage timely and compliant response to all RFQ/RFP requests
- Insure associated terms & conditions are properly reviewed and responded to
- Work with Sales Team, distributor/OEM partner, etc. to resolve any inconsistencies or questions
- Verify/validate all responses are properly received by customer acquisition official
- Manage and report status on all RFQ/RFP's

Purchase Orders:

- Receive and review purchase orders and verify they are consistent with corresponding quote
- Correspond to acquisition officials to acknowledge receipt and execution of PO's
- Prepare accurate and complete PO package for our Order Administration team
- Be cross trained in how to enter orders directly into NetSuite when necessary
- Follow up with Order Admin to make sure order was sent to vendor/distributor/OEM Partner
- Update NetSuite and capture all relevant documentation at each stage of PO process
- Target response to Order Administration: One hour after receiving fully executed PO from customer

Vendor Knowledge:

- Become sales certified in specified vendor products (on-line training via portal)
- Maintain solid relationships with counterparts with Distributors/OEM Partners
- Participate in vendor activities, seminars, conferences, etc. as requested
- Understand nuances of vendor products and business systems to minimize delays and errors

Teamwork:

- Support Sales Account Managers (includes 3-4 AM's) for each assigned territory
- Facilitate team communications across the Sales Team, partners, and operations team
- Maintain collaborative, positive, and professional demeanor in difficult situations
- Be proactive and escalate issues as appropriate to minimize conflict
- Ask questions, use good judgment, and take the initiative to get things done!

Business Acumen:

- Understand and be sensitive to myriad of business factors driving actions and results (i.e.: fiscal quarter ends, customer politics, competitive dynamics, acquisition policies, etc.)

- Embrace the fluidity of the sales environment
- Adapt to change and rapidly developing sales environments
- Understand, recognize, and prioritize core issues that must be addressed to move sale forward

Other duties as needed:

- Each sales team and territory are unique and may require different expectations and actions to achieve success
- Every ISR must be capable and comfortable serving as the primary POC for specific customers and roles in the sales process
- This may include prospecting and assisting with demand generation activities and setting up meetings for the sales team
- Back-up for other ISRs when out of office

QUALIFICATIONS:

- Highschool diploma or equivalent
- Three years' experience preferred
- Available for west coast hours
- Strong Excel and computer skills; NetSuite or similar CRM system preferable
- Desirable familiarity with current product lines and technology
- Excellent communication, team player and strong business acumen
- Attention to detail, reporting skills, deadline-oriented

ADDITIONAL NOTES

Flexible & casual working environment, terrific benefits, liberal leave policy.

An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.