
Position Summary

Position: Inside Sales
Reports to: Sales Manager
Compensation: Hourly, non-exempt

Responsible for achieving monthly, quarterly and annual sales goals by maintaining and growing sales for all customers within an assigned account base as well as continually prospecting for new business. Build and maintain business relationships by learning customer business goals and objectives. Make recommendations regarding promotions and brand additions to aid in business growth.

Essential Job Functions

Maintain a comprehensive call schedule to ensure consistent customer outreach. Contact frequency will be determined by sales volume and/or customer request.

Prospect new accounts through inbound lead follow-up and outbound cold calls, emails, and traditional mailings. Utilize all resources such as referrals and internet search sites to grow business within assigned territory. Proactively work to continue building a customer pipeline.

Assist salons in expanding their service menu by presenting new products and brand options, which have the potential to lead to incremental sales.

Create and assist in managing basic promotions for salons by determining pricing and creating printed marketing materials. Measure impact of efforts on business (customer traffic, number of purchases, increased sales, etc).

Serve as liaison for all customer service and billing related issues. Contact brand(s)/distributor(s) as needed to de-escalate and resolve inquiries.

Monitor customer backorders to aid in avoiding lost sales and customer complaints.

Remain current on represented brand(s) knowledge and usage instructions to provide the highest level of service and become a subject matter expert on behalf of our customers.

Stay informed of industry trends by subscribing to related websites, reading trade magazines, and actively following the industry (customers and competitors) on social media.

Attend and participate in all monthly team meetings, sales training seminars, and vendor product training courses.

Maintain team attitude and assist co-workers as needed.

Knowledge & Skills

Ability to professionally and effectively communicate in both oral and written format

Ability to work in a high-intensity, highly fluid, and fast-paced environment; independent work required

Strong computer skills required; must possess the ability to learn new systems

Demonstrate acumen to de-escalate and work through difficult customer situations

High school diploma required; 1-2 years experience in retail, sales, or network marketing desired

Prolonged sitting, standing, bending, twisting. Ability to lift up to 50lbs without assistance; controlled climate

Disclaimer: This job description is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements, or working conditions associated with the job. While the job description is intended to be an accurate reflection of the role, management reserves the right to revise the job and/or require additional or alternative tasks to be performed as assigned.