



Inside Sales Representative

We are looking for a motivated and well-spoken Inside Sales Representative to join our team. The Inside Sales Representative will be responsible for developing new leads, communicating with customers, understanding their needs, and ensuring a smooth sales process. He/she should be able to close sales and meet targets.

About the Company:

Voted 'Best Place to Work' by The Pittsburgh Business Times 2018-2019, Abram's Nation is a manufacturer located in the North Hills of Pittsburgh. Our flagship product is The Safety Sleeper®, a fully enclosed bed system used by 1000s of special needs families around the world. We also have sensory and wearable lines geared towards the special needs community.

Essential Functions:

Sales:

- Uses leads from texting campaign, website contacts, social media and phone calls to follow up on estimates and potential sales
- Build instant and achieve customer satisfaction
- Find and execute new sales leads, campaigns

Customer Service:

- Consistent and timely follow through on sales orders and communication to customers
- Always maintaining a positive, helpful and courteous attitude when dealing with current customers and potential leads via social media, phone calls, emails and website contacts
- Assists customers with product questions, repairs and issues

Initiative:

- Is self-motivated and demonstrates ability to fulfill job requirements
- Proactively seeks ways to make internal processes effective and efficient with approval from Director of Sales & Marketing

Communication:

- Takes responsibility for communicating progress, issues, concerns regarding estimates in a timely and professional manner - This includes communicating with the production manager to assure lead times are able to be met
- Will communicate using all available means as to not hinder customer service and on-time delivery

Organization:

- Follows estimate to sales/ work order processes
- Tracks all leads and estimates for follow up

Teamwork:

- Partners with all 'company' staff to generate and implement ideas that promote the health and the growth of the 'company'
- Builds trust, cooperation, and commitment to achieving mutual goals

Position Qualifications:

Knowledge and Experience:

- Salesforce or CRM
- Online Research
- Data Entry
- Ability to multitask
- Detail oriented

Communication skills:

- Discreet and tactful communication with entire company team, professional consultants, customers, vendors and suppliers
- Ability to follow directions and communicate understanding

Attitudes and Behaviors:

- Ability to work well in teams, pleasant, helpful/ optimistic
- Ability to handle/ diffuse customers in distressing situations- intense emotions
- Ability to adhere to 'company' policies and procedures

Physical Requirements:

- Work is performed in a normal office setting with minimal exposure to health or safety hazards
- Substantial time is spent working on a computer

Benefits & Compensation:

- Salary + bonus structure
- Simple IRA Retirement plan with 3% company match
- Paid time off
- Paid holidays off, including the week between Christmas and New Years

Interested parties should submit a resume and cover letter to jobs@abramsnation.com
This position reports to the Director of Sales & Marketing