



Job Description

Position Title	Department	Reports to
Inside Sales Senior Manager	Sales	SVP; Sales
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	January 2022

POSITION SUMMARY

The Senior Manager of Inside Sales develops teamwork and inspires the team to their best in finding opportunities and achieving great outcomes. The Leader will manage 6-8 Inside Sales Representatives (ISRs) who reach customers by phone and online converting inbound leads and drive outbound opportunities with prospects and existing accounts. They will work with sales leadership and regional teams in development of sales and influence plans; lead and support their team to maintain a robust sales pipeline through proactive customer engagement, prospecting, and lead generation; and manage the career growth and development of ISRs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Hire, Train, Coach, Develop, Lead, and Results
- Set and track sales targets and KPIs
- Run a disciplined activity playbook, and ensure playbooks and sales processes are optimizing outbound and inbound motions
- Work with SVP of Sales and other Senior Leaders
- Collaborate with Marketing on identifying targets, determining actions, testing, and reporting campaign efforts
- Execute sales analysis, prepare sales reports, 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 culture inside your team
- Provide development, performance coaching

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- 4-6 years of previous experience as an Inside Sales Leader achieving year over year growth
- Success creating, training, and managing the sales motions driving inbound and outbound leads and orders
- Ability to attract, screen, hire, train and retain team members
- Ability to work in an accountable environment with targeted goals that must be achieved
- Experience in utilizing and managing CRM data (Salesforce) and other sales support technology such as Outreach, LinkedIn Navigator
- Highly organized and able to manage time effectively, work independently and be self-motivated focused on results and team development
- Excellent communication, interpersonal and team management skills

- Ability to think and act independently within a fast-paced multi-task driven environment
- Driven and ambitious individual with a strong desire to succeed
- BS degree in Sales, Business Administration, or similar relevant field

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must frequently lift and/or move up to 10-20 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

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