



Inside Sales Representative / Customer Service - Print Division

Job Summary:

The Inside Sales / Customer Service Representative / (“CSR”) will work as a team to support Global Imaging’s clients and increase sales. This is an in-office position focused on account management, revenue generation and customer service.

Primary/Sales Responsibilities:

- Work as a team to meet / exceed quota targets and goals on a monthly / quarterly basis
- Assist Outside Sales Representatives with selling activities
- Inbound call assistance and outbound proactive sales and customer service calls
 - Order placement and tracking, customer service, follow-up and selling
 - Quote prices, prepare proposals and provide information regarding terms of sales and delivery
- Work closely with purchasing and warehouse to assure product availability
- Product literature, introductory packet and proposal maintenance and preparation
- Assist in trade shows and event coordination
- Customer service and account development
- Customer prospect profile maintenance
- Sell color imaging equipment, supplies, warranties, installation packages, customized training packages and various other equipment, supplies and services as provided by Global Imaging.
- Identify specific needs of individual clients, departments and organizations and how Global Imaging solutions meet those needs.
- Proactively develop leads from trade and professional organizations, shows and events and other sources of incoming leads.
- Reports to management on customer relationships, pipeline, forecasts and new prospects.
- Maintain long-term relationships with customers through the use of database, phone calls, personal activities, events and various other methods.

Qualifications / Skills Required:

- Customer focused and results driven
- Sales or Customer Service experience preferred
- Excellent verbal, written, presentation and interpersonal skills
- Outstanding phone manner a must, experience in telephone sales beneficial
- Professional, creative and dynamic presence and the ability to communicate with people at all levels
- Prompt, proactive, polite and able to stay calm and productive in a hectic, multi-tasking environment
- Eager and able to contribute from day one
- Excellent time management and organizational skills, ability to prioritize and perform multiple tasks
- Must be flexible and work well in a team and independently
- Strong planning and follow through skills
- Ability to present professional image of self and company
- Effective decision making and problem solving capabilities
- Knowledge of digital color imaging industry including digital cameras, scanners, color printers, color management and digital color translation is an added benefit
- College degree preferred or relevant work experience helpful
- Computer Skills including; Windows and Macintosh, MS Office data entry and web

General Responsibilities

- Answer phones and assist callers with their needs
- Assist customers as they walk-in
- Act resourcefully and in an innovative way to solve problems and complete tasks
- Communicate constructively to officers and team members on problems, ideas or any other insights to assist in defining new ideas, policies and procedures.

Physical demands include:

- Shipping, receiving and packing of equipment and supplies
- Ability to carry supplies, parts, and equipment of various weights
- Car, air and possible overnight travel

NOTE: The above job description does not include all of the duties that a sales representative will be asked to perform while on the job. A sales representative will also be asked to perform other duties and handle other responsibilities. In addition, some or all of the above job description may be changed or revised from time to time.