



advanced network systems

Technology. Security. Delivered.

JOB DESCRIPTION

Inside Sales Representative

Full-Time | Exempt | Remote or In-Office

Our Inside Sales Representatives are responsible for supporting the sales team in developing new business and cultivating existing accounts within a variety of vertical markets. This position serves as a primary internal interface between the Company and our clients/prospective clients. Candidates must possess strong sales consultation skills, a client-focused approach, attention to detail, a “work ownership” attitude and must be committed to meet and exceed client’s service expectations.

Areas of Responsibility

- Builds and maintains customer relationships.
- Works with Account Managers to keep all client and prospect records/activities up to date including sales opportunities, forecasts, inbound/outbound contact documentation.
- Enters and maintains new prospect and client data and other sales related data within a CRM system.
- Prepares sales quotations and processes sales orders.
- Coordinates with the engineering services group to verify technical requirements.
- Performs outbound follow-ups to determine status of outstanding quotations and provides required additional information or assistance.
- Makes outbound sales calls to potential and existing customers to identify and qualify existing opportunities/leads.
- Handles inbound sales leads and quote requests from existing clients.
- Manages company/customer information on manufacturer and vendor partner portals.
- Facilitates the establishment of customer accounts and credit terms.
- Maintains an in-depth knowledge of company solutions as well as industry-related issues.
- Prepares reports of sales-related activities and transactions.
- Engages in inter-department coordination to facilitate internal resources for order fulfillment.
- Investigates and resolves customer service issues.
- Assists in the development and implementation of departmental policies and procedures.
- Performs other duties as requested, directed, or assigned.

Competencies

To perform the job successfully, an individual must be able to perform each of the essential functions of this position satisfactorily, and possess the competencies below:

- **Analytical**—perform basic accounting functions using automated system; calculate figures and amounts such as discounts, interest, proportions, and percentages.
- **Communication**—speak and write clearly, concisely, and persuasively in positive or negative situations; listen and get clarification; comfortably interface with clients and co-workers; respond well to questions; present ideas and information effectively.
- **Customer Service**—manage difficult customer situations; respond promptly to customer needs and requests for information and assistance.
- **Dependability**—consistently at work and on time, follow instructions, respond to management direction, and solicit feedback to improve performance.
- **Flexibility**—adapt to changes in the work environment; has the willingness to learn new skills as required; manage competing demands; effectively deal with delays or unexpected events.

- **Ownership/Responsibility**—meet commitments; assume responsibility for work outcomes; meet specified project deadlines and operate within established parameters.
- **Planning/Organizing**—prioritize and plan work activities; use time efficiently; successfully manage multiple projects; develop realistic action plans.
- **Problem Solving**—gather and analyze information, identify solutions to problems in a timely manner; develop alternative solutions; use reason when dealing with difficult topics.
- **Professionalism**—demonstrate a positive attitude, enthusiasm and commitment to clients, the job and mission of the Company; treat others with respect and tactfulness regardless of their status or position; react calmly under pressure; accept responsibility for own actions; follow through on commitments.
- **Teamwork**—balance team and individual responsibilities; give and accept feedback; contribute to building a positive team spirit.
- **Technology**—demonstrate a high level of computer competency (productive working knowledge of PC hardware/applications).
- **Work Style**—able to work independently with minimal supervision and as part of a team.

Required Knowledge and Experience

- 2 years of experience in an inside sales or customer service role preferred
- Experience in information technology products and services highly desired
- Prefer experience using certain applications:
 - Customer Relationship Management (CRM)
 - Sales Order Processing
 - Microsoft Office or equivalent (email, word processing, spreadsheets)
 - Web-based services and tools

Requirements and Work Environment

Must be able to work in a variety of physical positions including sitting, standing, walking, talking, climbing steps, using computers and a variety of other communication devices. The regular work environment is primarily indoors in environmentally controlled conditions but may occasionally involve other environments as required.

This is a full-time position. Normal hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. ET. This position can be performed in-office or remotely.

No significant travel is expected for this position.

Must be able to pass criminal background verification and obtain/maintain DCJS certification credentials.

About Advanced Network Systems, Inc.

Founded in 1996, Advanced Network Systems delivers industry-leading cybersecurity and network management solutions for small and mid-sized organizations throughout Virginia and West Virginia. Our signature managed security and managed IT programs are designed to reduce the risk, cost, and complexity of managing network operations. Whether our clients are a growing small business, government entity or school, we offer a complete service experience that leverages innovative technology and expert advice to achieve our clients' goals. For more information visit us at www.getadvanced.net.

How to Apply

To be considered for this position, qualified candidates should submit an up-to-date resume, along with a short message describing why they believe they would make a great addition to our team. Send information to: humanresources@getadvanced.net.

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