

Inside Sales Representative

Who we are: Laser Technology Inc. (LTI) www.lasertech.com is a company devoted to the design and manufacture of innovative laser-based speed and distance measurement instruments, using ISO compliant and continuous improvement techniques. We maintain an intense focus on providing laser measurement technologies which address real world needs and applications, including speed enforcement, accident investigation, forestry, mining, utilities, and surveying, to name just a few.

Who we need: We are looking for a motivated, team player to join our Inside Sales team.

What you will do: This person will be a one-person LTI contact for the assigned territory for the regional sales manager and the customer. This person and the regional sales manager will work as a team to accomplish sales in the territory. Main duties include:

- Daily marketing calls into assigned territories. 50% - 60% of this person's time will be spent placing outbound phone calls and/or performing other methods of outbound communications to customers and/or prospects and reporting on this progress by updating the CRM.
- Enter customer, prospect information, opportunities, and correspondence into the CRM database daily.
- Lead follow up required and documented within CRM database.
- Place follow-up calls to all customers after their order ships. This call is to make sure the customer received everything correctly and help the Regional Sales Manager set up any required customer training. Complete Customer Satisfaction Survey's monthly.
- Prepare quotations for the assigned territory. This includes sending quotes to customers via email. The Inside Sales Rep shall enter all quotes into the CRM database. Each Inside Sales Rep shall email a copy of each quote to the appropriate Regional Sales Manager. Follow up with customers on submitted quotes within the time frame noted in the CRM.
- Verify customer and/or prospect contact information is accurate. Verbal or written communication to be logged into the CRM database daily.
- Conduct research for new leads through available resources. This could be resources provided by LTI or through internet search engines.
- Inquire as to whether **LTI** is listed on the department's bid or vendor list. Take appropriate action to get **LTI** on any bid list.
- Review all incoming orders from customers in the assigned territory for accuracy. Share order information with the Regional Sales Manager.
- Monitor sales orders in JD Edwards (ERP System).
- Communicate all necessary information with accounting including new customer information, credit applications, credit terms and/or sales tax.
- Handle customer complaints by submitting a Customer Complaint.
- Support Regional Sales Manager with miscellaneous tasks including completion of evaluation agreements and issuance of certification cards.



- Work with Inside Sales Manager on customer fulfillment concerning back orders and problems with shipment.
- Attend quarterly product trainings.
- Handle product returns.
- Provide the Inside Sales Manager with updates on assigned projects.
- Provide support to other territories other than assigned when needed.
- Other duties as assigned.

What you need: Qualified individuals will have:

- 2 – 3 years' work experience in a sales role.
- Must have strong computer skills including MS Office Suite, JD Edwards (or similar ERP System), Internet research and CRM products.
- Must be prepared to spend 60% of day dedicated to outbound phone calls to customers and/or prospective customers.
- Excellent written and verbal communications skills required.
- Aptitude for customer relations.
- Ability to adapt to changing needs of customer/sales requirements required.
- Must be well organized, process oriented and attentive to detail.
- Be a team player, helpful and dedicated to the Sales Team and customers.
- Must be precise in all aspects of their tasks, regarding quotes, orders received, and communication relayed to the customer.
- Willingness aptitude to learn company products.
- Experience with GIS/GPS, Construction, Forestry, Government, Mining, Natural Resources, Telecom, Utility, Mining or Traffic Safety are preferred.
- Work from Home (WFH) with occasional requirements to be in office for sales meetings or as requested by Inside Sales Manager.
- This role is supporting the Eastern United States territories and work hours will be Monday – Friday 8 am – 5 pm Eastern Time.

This full-time nonexempt position is eligible for all company benefits including employer paid medical, dental, life, disability, and 401k with a match, and more. The pay for this position has a minimum of \$23.00 per hour plus monthly commission. The actual pay rate offer may be higher as we carefully consider a wide range of factors, including your skills, qualifications, experience, and location. Also, certain positions are eligible for additional forms of compensation such as bonuses.

How to apply: Qualified candidates please forward resumes to lpowles@lasertech.com . Please reference job req # 10725S in the subject line. No agencies or headhunters please.

Laser Technology, Inc. is proud to be an Equal Opportunity Employer. Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, ancestry, marital or veteran status.