ISR-SALES SUPPORT I
Inside Sales Department
Reports to: Inside Sales Manager

Under the guidance of the Inside Sales Manager, this associate will be responsible for daily customer service duties: entering incoming client orders, inbound/outbound calls, working with store customers and other duties as required. This position will also support the inside sales staff as directed by the Inside Sales Manager.

Essential Duties and Responsibilities include the following. Other duties may be assigned.
- Answer inbound calls and transfer calls to assigned staff/group
- Quickly and accurately input client transactions: orders, quotes, returns, web and mail orders
- Assist Store customers
- Handle all errors, recording and tracking
- Billing of VCPR fees when completed and approved by Inside Sales Territory
- As requested by other sales staff, complete MSDS books and billings as required
- Any and all administrative duties that help assist sales groups as directed by manager

Future Duties and Responsibilities:
- Assist OSR’s in driving sales for designated territory
- Scheduled outbound calls “C&D” accounts
- Record all interactions with clients in CRM program
- Promote monthly Sales blitz’s and specials
- Field all calls and coordinate route orders for your designated territory
- Monthly call VCPR clients
- Promote proprietary products
- Quickly and accurately input client transactions: orders, quotes, returns
- Be aware of account payment status and adhere to accounting guidelines
- Ride-along with Outside Sales Rep to encourage building relationships and knowledge of farm or business
- Generate revenue through new and repeat sales utilizing programs, promotions, and/or leads
- Offer clients information on products and solutions, up-sell, cross-sell, and educate each client with the goal of increasing sales and customer loyalty
- Use cost and availability to recommend alternate products and provide accurate information regarding availability of in and out of stock items.
- Monitor scheduled shipment dates to ensure timely delivery and expedite the shipment with a follow up call to customers when there is a delay
- Acquire a thorough knowledge of the Global Sales Policy and your customer profiles
- Assist in other areas as directed by Inside Sales Manager
- Attend trade shows, and assist other inside sales reps and departments with projects as needed.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each duty satisfactorily. Enthusiasm, initiative, reliability, creativity, leadership, teamwork, confidentiality and an outgoing personality are important attributes for this individual.
- Requires sales experience and/or customer service background with a desire to sell
- Education equivalent to a 2-4 year college degree. Education and experience in an Agri-business setting preferred
- Animal health knowledge with a background and interest in livestock production-based agriculture, dairy farm experience a plus
- Strong interpersonal skills that help improve the bottom line and profitability of the company
- Excellent telephone sales personality skills that project a warm, inviting, and trustworthy image
- Ability to handle difficult customers with diplomacy and tact
- Excellent written and oral communication skills
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
- Proficient computer skills including MS office suite, experience with Salesforce is a plus and/or other sales based software
- Ability to follow directions, prioritize work, make decisions, and manage multiple projects.
- Positive attitude and approach, integrity, and responsible

HOURS OF WORK:
- M-F; some weekends