



JOB DESCRIPTION
Inside Sales Representative

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| Position Title: | Inside Sales Representative | Supervises: | No |
| Reports Directly to: | CGO | Oversees Projects: | Yes |
| Classification: | Exempt | | |

This position helps the company meet customer acquisition and revenue growth targets by supporting the Account Representatives in developing new client relationships, contributing to the Training and Marketing Teams with ideas, and attending networking events that promote The Computer Workshop brands and values. This position will be responsible for supporting the Account Representatives in developing new client relationships and selling training solutions to new and existing customers.

Job Description/Principal Activities:

- Support the Account Representative(s) to contact decision makers and students concerning their education
- Assist in the development of a target list of potential accounts and set about contacting any potential client to develop a business relationship and sell training solutions to them
- Assist in the development of training solutions based on uncovered customer needs/requirements, including training consulting and out of classroom experiences
- Support the Account Representative(s) in achieving revenue growth and hitting sales targets by successfully managing increasing client base and sales to those new clients
- Participate in Marketing efforts by offering ideas & recommendations as well as promoting TCW on social media
- Follow up on all leads generated by specific marketing efforts to target accounts
- Attend specific product & sales training. Attend Networking events after hours.
- Keep current with supply and demand, changing trends, and competitive landscape
- Understand our ideal customers and how they relate to our products
- Perform other duties as assigned
- Proven track record of positive sales performance
- Experience in planning and implementing sales strategies
- Experience using customer relationship management (CRM) software
- Proven ability to drive the sales process from plan to close
- Strong business sense and industry expertise
- Effective interpersonal skills including written and verbal communication skills
- High level of professionalism
- Able to handle pressure effectively and meet deadlines
- Advanced knowledge of all MS Office applications

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Other Knowledge, Skills, and Abilities:

- Exercise good judgement, be compassionate and confidential
- Ability to work with and support multiple team members across multiple accounts
- Demonstrates a focus on quality by being accurate and thorough; looks for ways to improve processes and deliverables
- Accepts responsibility for actions and follows through on commitments
- Takes initiative and independent action; asks questions and shares risks as necessary

Physical Demands & Working Conditions:

The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.