



## Inside Sales Representative

Innovative Circuit Technology (ICT) is currently seeking an organized, self-motivated and energetic individual responsible for generating revenue by soliciting and obtaining sales orders through inbound lead follow up, working closely with both ICT's account reps and ICT channel partners to close sales leads and generate revenue for the company.

Reporting to the Director of Sales & Marketing, the Inside Sales Representative will be required to support customers by selecting the correct products and solutions to suit the customer's application requirements, and sending qualified opportunities to the appropriate ICT account manager for follow up. The Inside Sales Manager will be required to make dozens of calls per day to customers, working closely with ICT channel partners, creating interest in ICT products, and closing sales opportunities.

## Responsibilities

- ▶ Close sales to meet corporate revenue objectives
- ▶ Generate revenue for the company by supporting all in-bound phone and web sales inquiries and ensuring all sales leads are followed up to close the sale
- ▶ Work closely with channel partners and ICT account managers to build sales pipeline and close deals
- ▶ Understand customer needs and requirements
- ▶ Support day-to-day sales inquiries from ICT's distributor sales reps and end-user customers – product recommendations, part number selection, solution sales, pricing and lead time requests
- ▶ Follow up on trade show leads
- ▶ Maintain detailed records and update sales funnel through Salesforce.com CRM tool
- ▶ Remain current on industry trends, product applications, market activities and competitive products
- ▶ Provide important market and customer feedback to ICT for product improvements and new product development
- ▶ Identify and propose DC power solutions based on customers' technical and application requirements
- ▶ Provide tier one technical support to troubleshoot product or application issues with customers
- ▶ Create RMAs for customers, collection required information such as application details, fault(s) observed
- ▶ Create quotations and technical proposals for customers
- ▶ Provide technical support for ICT's business development managers and account managers when required
- ▶ Provide technical support to ICT's sales channel partners and outside distributor sales reps



THE POWER OF RELIABILITY

## Requirements

- ▶ A BA/BS or business diploma is required
- ▶ Inside sales experience is preferred with a track record of meeting sales revenue targets and objectives
- ▶ Professional phone presence and experience making dozens of calls per day
- ▶ Ability to multitask and change priorities to consistently meet and exceed customer expectations
- ▶ Excellent verbal and written communication skills are essential
- ▶ Ability to speak French and Spanish in addition to English is desirable
- ▶ Presentation skills are desirable
- ▶ A strong drive to succeed is essential to this position
- ▶ Proficient knowledge of PC applications such as Outlook, Word, Excel, PowerPoint and Salesforce.com

## About ICT

ICT is a leading manufacturer of power system products for land mobile radio, fixed wireless broadband and industrial power markets. Our power solutions help improve uptime, reliability and quality of service by providing reliable remotely monitored and controlled power to critical communications equipment. For more information, please see [www.ict-power.com](http://www.ict-power.com).

Interested candidates should send resume and cover letter to: [blair.clements@ictcorporate.com](mailto:blair.clements@ictcorporate.com)