

AQUASCAPE, INC.

Job Description



Job Title: Territory Sales Specialist

Department: Sales **Reports to:** Inside Sales Team Lead

Salary

FLSA Status: Exempt

The Territory Service Specialist is an inside sales position responsible for providing sales support in an inbound/outbound customer contact center environment. The TSS is a proactive service resource for account management; prospecting, qualifying, and solving internal and external customer problems and complaints via the phone, fax or by mail.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Inbound/Internal Customer Support
 - Respond to calls that range from many topics encompassing order questions to full project requests
 - Follow-up/return calls
 - Retailers/Distributors – high dollar, high potential only
 - Order entry, upselling
- Sales Team Partnership
 - Goal – strategically working together to build and strengthen relationships and customer base in territory
 - Inside eyes to corporate and customer items that can be relayed to sales team for their knowledge (lifeline)
 - Work hand-in-hand with sales team to assemble special projects (i.e. marketing plan packets)
 - Report knowledge for pulling database reports that pertain to specific needs
 - General customer base knowledge, which can be used to help guide external sales team in travel
 - Work in conjunction with sales team to resolve escalated issues
 - Follow-up actions to ensure proper handling of situations via sales team
 - Travel is expected, i.e. trade shows and customer visits, and is dependent upon the staff level within the TS Department
- Outbound Call Campaign
 - Contact customers by telephone to secure product orders based on established priority
 - Evaluate and understand customers' needs and promote the aspect of "up-selling" to grow the business for both the customer and Aquascape
 - Communicate to the customers any product promotions, relevant training events, product availability and marketing resources
 - Actively create a positive customer relationship and support the customer's efforts to sell Aquascape products
- Interact (like, comment, share) with company social media platforms

OTHER DUTIES AND RESPONSIBILITIES

- Participate in company events, including but not limited to Pondeonium, Water Garden Weekend and Fall Festival
- Complete other projects and duties as assigned

REQUIRED EDUCATION/EXPERIENCE/QUALIFICATIONS

- Excellent customer service skills with a minimum of 6 months of experience in an inside sales position
- Sales training – up-selling, qualifying leads
- Ability to work in a team environment, yet having the ability to make independent decisions
- Ability to handle multiple tasks at once
- Proficiency in Microsoft Office, including Word, Excel and Outlook; and CRM software

PREFERRED EDUCATION/EXPERIENCE/QUALIFICATIONS

- Business coursework
- Sales experience in a similar industry

Job Description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the position