



## **JOB POSTING:        Inside Sales Admin**

### **OUR COMPANY**

Since its establishment in 1987, EIZO Rugged Solutions (ERS) has been a pioneer in high performance computer graphics solutions for niche markets. We currently serve avionics, defense, security, industrial, air traffic control markets with rugged solutions for graphics processing, video capture, encoders, high-compression video recorders, and high-end visual display solutions. Our core strength is our ability to provide both configurable COTS (commercial-off-the-shelf) and custom engineered solutions designed to satisfy specific customer requirements.

### **THE ROLE**

EIZO Rugged Solutions, Inc., ([www.eizorugged.com](http://www.eizorugged.com)) is seeking an experienced inside sales admin that will focus on administrative support for the sales process, including managing our CRM and related reports, supporting customer follow-up, supporting prospect qualification, and assisting the sales representatives and business development managers with administrative tasks such as record keeping, quoting, and customer contacts related to orders, deliveries, and feedback. This position may involve cold calling new potential customers acquired through the web, trade shows and captured program information, as well as researching prospects to aid in identifying gatekeepers, influencers and decision makers on prospects' engineering, supply chain and program management teams. The nature of this role demands the individual be energetic, well-spoken, conversationally engaging (especially on the phone), and driven. This is a salaried position and is not commission-based.

### **RESPONSIBILITIES**

- Maintaining CRM records for accounts, leads, opportunities and cases
  - Tracking weekly, monthly, and quarterly performance and sales metrics
  - Maintaining feedback logs, managing responses, and feedback reporting
- Qualifying leads from digital campaigns, conferences, references, tradeshow, etc.
  - Researching potential leads
- Pre-sale administrative, customer-facing contact
  - Presenting and delivering information to potential customers
  - Cold calling; making multiple outbound calls to potential customers
  - Answering potential customer questions and follow-up call questions
  - Creating price quotes, as necessary, and being the admin point-of-contact for customer inquiries and feedback

## QUALIFICATIONS

### Required

- Excellent verbal and written communication skills; the ability to call, connect and interact with potential customers
- Persuasive and goal-oriented
- Energetic, outgoing, and friendly demeanor
- Eagerness to build sales
- Self-motivated and self-directed
- Ability to work independently and in teams
- Able to multitask, prioritize, and manage time efficiently
- Emotional intelligence (handle rejection and maintain positive attitude)
- Computer skills (MS Office, Outlook, CRM)
- Technical competency
- High school degree or equivalent

### Preferred

- In-depth understanding of company services and its position in the industry
- Knowledge of sales processes
- Previous inside sales administrative experience, or related sales experience
- Salesforce experience
- Technical or systems engineering background a plus
- Associate or Bachelor's degree in related field (business, engineering, or related)