
Inside Sales Rep/Sales Support

Purpose

The Inside Sales Rep position is established to provide the Company with a qualified representative to assist the Inside Sales team in the response to leads, to ensure clients are satisfied with the results of their experience with APS, and to ensure the referral program is active.

Requirements

The Inside Sales Rep position requires a person who can both read and write English. (Spanish preferable.) The position requires the person to have a professional telephone manner, basic math skills, and good skills in Microsoft Office applications. Previous use of SalesForce or similar CRM would be an asset.

Reporting

The Inside Sales Rep. reports directly to the Inside Sales Manager of APS.

Substitute

The Inside Sales Manager will take the responsibilities of the Inside Sales Rep. in his/her absence.

Responsibility

The main responsibilities for the Inside Sales Rep. are to: ensure that customers are contacted in a timely manner, assist Inside Sales team in the preparation of quotes and proposals, schedule site visits, process utility rebate documentation, and any other jobs required to help the team attain its goals. This position works closely with the Inside Sales Manager & Inside Sales Coordinator on execution of all sales activities.

Scope of Work

- Inside sales activities, follow up on leads.

The Inside Sales Rep. responsibilities will be:

1. Processing incoming data and add new leads according to defined procedures.
2. Represent the company in a professional manner.
3. Be comfortable making and receiving telephone calls throughout the day while performing other activities.
4. Assist in qualification and process of new leads that arrive by email/phone.
 - Daily calls & emails to new “unqualified” leads
 - Daily follow-ups on previously contacted leads
5. Respond to general inquiries and requests for information.
6. Supply customers with answers to questions or direct them to the correct department.
7. **Log all communications with customers and customer contacts in CRM system.**
8. Work with Inside Sales team when on sales proposals and documents – includes generating proposal, contracts, financial analysis, and solar benefits letters.
9. Provide administrative and research assistance within Inside Sales Team.
10. Assist in mass mailing, conferences, and marketing efforts as required.
11. Set appointments for site evaluation by outside sales representatives.
12. Process utility rebate documentation in a timely fashion in order to support project activity.

As with all positions at APS, the Inside Sales Rep./Sales Support must be dependable, orderly, on time and able to work both individually and as a team player.