

Function Inside Sales Representative

Department Sales

Job Description

Reporting to the Director of Sales Operations and located in our Boston office, the Inside Sales Representative will provide outstanding customer service and support for our sales team as well as our network of manufacturer's representatives and distributors. The selected candidate will be responsible for supporting the entire sales process for Lumenpulse products from project quotation through pre and post sales support.

Key Responsibilities

- Ensure outstanding support is provided to our customers, manufacturer representatives and regional sales managers in accordance with Lumenpulse policies and procedures
- Act as liaison between the outside sales force and other functional areas of the company to ensure projects are well-managed from quotation, through order receipt to product delivery
- Manage sample requests
- Ensure that all projects are registered and all supporting documents are complete, current and stored appropriately
- Prepare and deliver timely and accurate quotations
- Follow up on project quotations, document results, and keep the sales team informed of project status at the weekly sales meeting
- Receive, review and process orders in the Lumenpulse system
- Coordinate with internal technical resources to set up and deliver technical data such as specification sheets, 3D photometric studies, approval drawings, etc.
- Follow up on all "hold for release" orders
- Provide manufacturer representatives with order acknowledgments, estimated ship dates and all applicable transactional information
- Coordinate activities related to order changes (changes to address, product, price, quantity, etc.)
- Provide after sales services (replacement parts, merchandise returns, customer complaints) in accordance with company policies and procedures

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- Maintain good relations with prospective and current customers of the company.
- Handle a variety of special projects, as requested.
- Demonstrate strong technical and product knowledge as well as a commitment to continuously improving customer and sales support skills.

Education Required

- Bachelor's Degree preferred

Qualifications Required and Working Conditions

- Have a minimum of 2 years of experience as sales representative in the manufacturing sector
- Minimum 3–5 years of relevant sales and/or sales support experience ideally in a technology or manufacturing industry
- Experience in the lighting or architectural industry an asset
- Ability to interpret and communicate an extensive variety of technical instructions related to installation of lighting projects
- Comfortable in the dynamic atmosphere of a high-growth, product organization with a rapidly expanding product line and customer base
- Strong analytical and problem solving capabilities
- Strong written and oral communication skills
- Experience at working both independently and in team-oriented environments