Inside Sales Representative

Are you a driven and results-oriented individual with a passion for sales? Our company is seeking a motivated Inside Sales Representative to join our dynamic team. As an integral part of our sales department, you will be responsible for cultivating relationships with customers via inbound phone calls and emails, creating quotes, entering orders, and following through until the purchase order is received. This role offers an exciting opportunity to work in a fast-paced environment, leverage your sales skills, and contribute to the growth of our business. If you have excellent communication skills, a competitive spirit, and a desire to excel in a sales-driven support role, we invite you to apply and be part of our success story.

About the Company

Connection Technology Center (CTC) is the global leader in the design & manufacture of cutting-edge vibration analysis hardware for machine condition monitoring. As a family-owned & operated business for 30 years, we are proud to play a crucial role in preventing operational disruptions, financial losses, and safety concerns for heavy industry. From small scale manufacturing to Fortune 500 companies in Paper & Pulp, Auto & Steel, Food & Beverage, Pharmaceutical, Mining and many more, our mission is to create products that help ensure seamless operational uptime and contribute to a safer, more efficient manufacturing future.

Main Responsibilities

Customer Support & Relationship Management

- Identify customers' needs and make appropriate product recommendations.
- Assist with handling technical support calls.
- Develop a deep understanding of our products and services to effectively communicate their value proposition to potential customers.
- Partner with customers to understand their business, industry, and competition to present effective solutions.
- Cultivate and maintain strong relationships with clients by providing excellent customer service and addressing inquiries promptly via portal, email, and phone.

Order Management

- Process customer purchase orders, ensuring accurate and timely entry into the company's ERP system.
- Manage and update the sales pipeline in CRM software, ensuring accurate and up-to-date information on leads and opportunities.
- Monitor open orders and proactively address issues that may impact customer requirements, export compliance, or delivery expectations.

Business Development & Sales

- Proactively identify and pursue new business opportunities through outbound calls, emails, and other communication channels.

Cross-Functional Collaboration

- Communicate effectively with internal teams to resolve order-related customer needs and improve overall customer satisfaction.
- Collaborate across teams to identify opportunities to improve order-entry processes and increase efficiency while maintaining accuracy and appropriate review.

Requirements

- Bachelor's degree in Business, Marketing, or equivalent job-related experience
- Customer service or call center experience is preferred.

Knowledge, Skills, and Abilities

- Goal-oriented with a track record of meeting or exceeding sales targets.
- Familiarity with sales processes.
- Have technical aptitude and interest to learn company products and services to effectively communicate their feature and benefits to potential customers.
- Excellent time management and organizational skills.
- Ability to build and maintain relationships with customers, colleagues, and other stakeholders.
- Strong communication and interpersonal skills.
- Must be able to work individually as well as in a small team environment.

Work Location

This in-person position will work out of the Victor, NY facility.

Salary Range:

Starting at $55K annually (Relevant experience and qualifications will be taken into consideration)

Benefits

- Health Insurance
- Dental Insurance
- Vacation Time
- Sick Leave
- 401K plan with Employer Match
- Summer golf membership to Bristol Harbour Private Golf Course

How to Apply

Please apply here: https://ctconline.com/opportunities/careers-at-ctc/

Connection Technology Center (CTC) is an equal-opportunity employer. NYS law prohibits discrimination because of age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, marital status, domestic violence victim status, carrier status, gender identity, prior conviction records, prior arrests, youthful offender adjudications or sealed records unless based upon bona fide occupational qualification or other exception, or any other protected characteristic as outlined by federal, state, or local laws.