



Puritan®

Job Title: Inside Sales Representative

Department: Sales

Report To: Exec. Vice President of Global Sales

Effective Date: 10/18/2023

Supervisory Responsibilities: None

Job Summary: The Inside Sales Representative will play a crucial role in establishing new customer relationships while being responsible for product knowledge to educate current and prospective customers.

Duties/Responsibilities:

- Communicating with customers, making outbound calls to potential customers, and following up on leads.
- Understanding customers' needs and identifying sales opportunities
- Answering potential customers' questions and sending additional information as necessary
- Keeping up with product and service information and updates
- Leveraging Lead Generation and other tools to create and maintain data related to current and potential customers
- Explaining and demonstrating features of products and services
- Staying informed about competing products and services
- Upselling products and services
- Researching and qualifying new leads
- Closing sales and achieving sales targets
- Make cold calls and emails to explore sales opportunities
- Regularly study accounts and identify important players
- Collaborate with teammates and to work towards closing deals

Key Skills Required:

- Record of meeting and exceeding quotas.
- Strong sense of communication and phone skills, including cold calling
- Experience and demonstrated skills with web presentation tools and CRM
- Proficiency in Microsoft Office and CRM processes and software
- Excellent communication skills, both verbal and written
- Good organizational skills with the ability to multitask
- Exceptional customer service skills
- Strong listening and sales skills

Education and Experience:

- Bachelor's degree preferred, Associates degree required
- Prior experience as an Inside Sales Representative, with an outbound call center or a related sales position preferred

Physical Requirements:

- Must be able to lift up to 15 pounds at times
- Must be able and willing to work in a fast-paced environment
- Prolonged periods sitting at a desk and working on a computer

Location: Our Flagship Operation is in Guilford, ME with two production plants in Pittsfield, ME and a sales office in Falmouth, ME.

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