



**POSITION:** Inside Sales Support  
**COMPENSATION:** Non-Exempt, Hourly  
**LOCATION:** Fort Myers, Florida  
**REPORTS TO:** Inside Sales Liaison

**Position Description**

The Inside Sales Support position will support the sales team and the Inside Sales Liaison to help increase sales and identify new opportunities. This position will require a detail oriented individual to enter sales information, customer information and other data entry as necessary.

**Principal Accountabilities**

- Answer and qualify incoming sales calls
- Develop sales opportunities by identifying potential customers, cold calling and building rapport
- Prioritize, adapt and perform daily follow up calls and emails using GoldMine
- Lead generation (web, email, mail)
- Data Entry as needed
- Knowledge of all company product offerings
- Assist Inside Sales Liaison with various projects
- Assist with data collection (weekly and monthly)
- Monthly reporting to include:
  - Incoming/outgoing calls
  - Track/report leads passed to Territory Sales Managers
  - Qualified leads that turned into a sale
  - Track lead referrals from other departments
- Adherence to the Somero Code of Business Conduct and Self-Governance

**Attributes**

- Communicate effectively via phone, email and in person
- Ensure a positive customer experience through positive attitude and professional manner
- Maintain professional appearance and attitude at all times
- Strong verbal and written communication skills to effectively report and deal with people at different organizational levels both inside and outside of the organization

**Education/Experience**

- High School diploma required; BA and/or equivalent experience preferred
- Proficient computer skills required; Order Entry, Microsoft Word, Excel, PowerPoint
- Desired experience working with GoldMine CRM or equivalent
- B2B Sales Experience preferred

**Working Conditions**

- Ability to spend most hours sitting, using a computer and reading
- Ability to work extended hours as business needs dictate
- Occasional travel required, including factory visits and trade shows

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Inside Sales Support

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Inside Sales Liaison