

JOB DESCRIPTION FOR: INSIDE SALES REPRESENTATIVE

REPORTS TO Regional Business Development Director

EXEMPT STATUS Permanent

POSITION STATUS Part-Time (20 hours/week)

JOB PURPOSE

The Inside Sales Representative will be part of a small sales team, contributing to the organisation in an inside sales role.

DUTIES AND RESPONSIBILITIES

Essential functions include the following. Other duties may be assigned:

- Field inbound customer inquiries from phone and email to process orders and quotes in NetSuite.
- Qualify inbound leads through customer calls.
- Update and maintain customer contact details in NetSuite as appropriate, including removing customer record duplications.
- Respond to customer inquiries for more information, including advice on product selection etc.
- Customer follow-up moving opportunities through the sales funnel.
- Conduct post 3-month aftersales customer service calls.
- Collaborate with Customer Support, Training and Operations to address internal and external customer issues that may arise.
- Update sales status in Netsuite and sales notes on open estimates to inform pipeline progression and forecast meetings on a weekly basis.
- Prepare quarterly reports sharing insights and KPI delivery.
- Support Faunatech's Outbound Sales function' by performing sales administration duties for example, call list creation, customer research and CRM clean up.
- Maintain knowledge of all of Faunatech's products and their use in the field (will provide training)

KNOWLEDGE, SKILLS, AND ABILITIES

Skills

- Experience in responding to and progressing to close inbound sales cases.
- Having a high level of initiative, sense of responsibility, and commitment to follow through
- Strong organisational skills and attention to detail
- Good written and verbal communication skills with a strong phone presence
- Ability to understand one's own limitations and seek appropriate help within the organisation
- Ability to manage many disparate tasks with frequent reprioritisation

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- Communication with others internally and externally to ensure the information needed is received and sent in a timely manner
- Problem-solving for customers, providing exceptional customer service.
- Team-player

Knowledge

- Experience working with NetSuite, HubSpot or similar CRM.
- Interest in nature conservation, wildlife and technology.
- Proficiency with Microsoft Office tools, Zoom and Google Suite
- Minimum 3 years inside sales experience essential.

EDUCATION

- Bachelor's degree or related industry experience.

WORKING CONDITIONS

Work is performed on site in Rydalmere, NSW within an office environment, with standard office equipment available.

Ability to attend occasional meetings outside standard hours for international team coordination.

Faunatech is an equal opportunity employer.

Please note to apply must be a permanent resident or citizen within Australia.