

Inside Sales Representative

San Antonio, Texas

Introduction

Computer Solutions is currently adding a seasoned Inside Sales Representative to our team of highly trained professionals. The Inside Sales Representative will be part of a dynamic team that strategically and consultatively works to identify and initiate target companies with the end goal of selling solutions with real business impact. Solutions require application of industry best practices and combined with innovative use of technologies to provide superior value



About Computer Solutions

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear—our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth from \$1 million in 1984 to \$72 million in 2018. Our valued workforce of over 80 highly trained and certified staff create the culture of success within Computer Solutions, having been rated the #1 Best Companies to Work for in San Antonio multiple recent years by the San Antonio Business Journal.

Position Summary

The Inside Sales Representative will play an integral role in the sales cycle for Computer Solutions. Assisting the Account Executive, the Inside Sales Representative will work with executives, manufacturers and various distribution partners to establish, maintain and grow business relationships with prospective and existing clients. The Inside Sales Representative charter is to develop strong customer relationships, inform customers of current sales programs, and engage and work with the necessary resources to effectively close sales opportunities.

Responsibilities

- Assist Account Executive in building robust sales pipeline that drives VAR through a high level of prospecting activities, lead generation, opportunity identification, and their development and progression through the sales cycle.
- Accurately and efficiently, enter client orders as well as handle inquiries about product availability and order status.
- Work with customers to resolve problems involving changes to order, pricing discrepancies, return issues, etc.
- Build relationships to provide repeat business and excellent customer service.
- Understand and be aware of product and program promotions in order to provide accurate and competitive price quotations to client.
- Upsell customers on solutions offerings. Attempt to assess customer's need for technology and introduce our technical services offerings. Act proactively to create opportunities for new business with existing customers.
- Interface with Account Executives to keep them informed of large dollar quotes/orders, pertinent issues, and special pricing.
- Provide forecasts, assist in proposal preparation and track sales activities (ConnectWise)

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- Follow proper procedures to proactively manage and report allocation requests, loaner orders and maintenance renewals to Account Executive/Account Manager or client.
- Assist with maintaining and tracking all customer renewal information in ConnectWise
- Keep abreast of new products and offerings, product changes and promotions.

Required Skills

- Must possess excellent oral, written, phone and interpersonal skills and have the initiative to resolve problems.
- A proven record of accomplishment of 3+ years inside sales experience.
- Must be able to respond to customer requests in a timely fashion with an attention to detail.
- Must be well organized and highly motivated with a desire to be successful, able to work in a fast-paced environment, and be able to handle multi-deal/quotes simultaneously.
- Must be aggressive, competitive and committed.
- Knowledge and proficiency of various computer hardware and software applications.
- Must possess the ability to work in a 'team' environment and a willingness to help others and cross boundaries.
- Must exhibit comfort in cold calling potential leads.
- Knowledge of Microsoft Outlook, Word, & Excel.
- Must possess acceptable level of technical knowledge (i.e Cisco & HPE configurations)
- Must have experience working with distribution, such as Ingram Micro, to complete pricing requests and quotes.

