

## **Director of Inside Sales:**

The Director of Inside Sales is a hands-on manager and team leader. This individual will possess great leadership, management, presentation and communication skills. The position must also be experienced in goal setting, metrics, sales pipeline and accountability management. Having managed a consultative Inside Sales unit for relatively complex products is also a key qualification for this position.

## **Responsibilities:**

The Inside Sales Manager will lead the Inside Sales Team's short and long-term strategy, attainment of revenue objectives as well as day to day operations. The Inside Sales Manager will also be responsible for building an Inside Sales team of individuals with consultative sales skills to directly contribute to the swift growth of the company. The role requires extensive collaboration with other departments in the organization to manage change, growth plans, internal coordination, and issue resolution. Responsibilities include but are not limited to:

- Recruit, train, coach, mentor and monitor a small Inside Sales Team of five individuals responsible for creating, advancing and closing sales opportunities in assigned territories; all through cold calling, prospecting, web-based sales presentations, follow-up calls, and sales pipeline management.
- Provide Team-wide highly visible leadership and communication skills.
- Effectively follow best inside sales practices and manage resource allocation/utilization across the Inside Team.
- Design and Implement a detailed operational workflow for the Inside Sales team.
- Identify opportunities to improve effectiveness and efficiencies with processes, tools, product offerings and employees.
- Track daily sales metrics via company's CRM tool (Salesforce.com) and provide regular reporting regarding overall performance.
- Forecast quarterly sales goals and closely monitor rep performance.
- Meet quota and sales revenue targets created by sales management.
- Facilitate new programs and incentive offerings.

## **Requirements**

- Bachelor's degree.
- 5 yrs experience in inside sales management.
- Proven leadership in Inside Sales environments.
- Proven track record of team quota attainment.
- Experienced in consultative and solution selling environments.
- Experience with Educational Technology, Selling SaaS (Software as a Service) and Salesforce.com are each a big plus.