

Position Title: Inside Sales Manager

Department: Sales

Reports To: Residential Sales Director

FLSA Status: Exempt

The Inside Sales Manager is responsible leading and supporting the inside sales team of Inside Sales Representatives. Responsibilities include recruiting, training, and guiding the members of this team to achieve sales targets. This position will also own inside sales quotas and will implement strategies to achieve them. This role will partner closely with outside sales and marketing to support tactics that drive revenue as well as mitigate churn. This individual will help to set sales goals, track progress, produce monthly reporting as well as complete monthly forecasting.

Essential Job Functions

- Manages Inside Sales Reps (ISR).
- Heavy emphasis on recruiting, hiring, and training.
- Conducts personnel reviews to measure job performance.
- Mentors employees to ensure equitable treatment of all staff members in accordance with company policy and practices, and to be certain they are doing their best for themselves and the company.
- Coordinates and leads training of the sales team via internal and external resources.
- Resolves escalations of sales issues as needed.
- Ensures that the sales team and partners are trained on products and services.
- Effectively manages sales call queue to ensure proper call routing and handling
- Provides analytics, reporting, and other operational support as needed.
- Performs all other related duties as assigned by management.*

These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Required Skills

- Understand costs associated with service deployment and works to maintain margins.
- Knowledge of company policies and procedures.
- Knowledge of sales practices and principles.
- Ability to close sales.
- Time-Management and Organizational skills will be necessary for success.
- Skill in operating various office equipment. Proficient in the use of personal computer applications including Microsoft Office, and customer relationship management (CRM) applications.
- Understanding of Call Center software and managing call queues
- Strong oral and written communication skills.
- Strong telephone communication skills.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.

- Ability to organize and prioritize multiple work assignments and manage projects effectively.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Prior call center management experience preferred.
- Prior experience in a start-up environment preferred.

Education

- High school diploma required; 2 or 4 year degree preferred
- Minimum of five years of sales and/or sales management experience.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing:		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Typical office environment the majority of time: seldom exposure to outside conditions as necessary to support network recovery efforts.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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