

HONBLUE

JOB DESCRIPTION

Title: Inside Sales / Account Management

Date: 01/10/2023

Department: HONBLUE

Status: Full Time/Non-Exempt

Supervision: Works under the general supervision of the CEO and/or COO

Primary Purpose: Sell services and products to prospects and current customers.

Essential Duties:

1. Sell Digital Printing, Large Format Graphics, and other HONBLUE products and service.
2. Generate accurate estimate requests, follow up with clients on approval.
3. Prep and send approved estimates and files to appropriate department.
4. Follow up on inbound sales inquiries and lead generation.
5. Support existing client base with quality customer service by building strong relations with customers.
6. Provide tours and sales presentations at HONBLUE
7. Learn new products/services for all lines of business
8. Stay up to date on industry trends and technical developments
9. Understand competition's strength/weakness and our position in the market
10. Daily accurate and detailed input of customer information and activity into Microsoft CRM.
11. Participate in trade shows, industry events and other networking opportunities as assigned.
12. Coordinate resources to resolve customer complaints and enhance customer satisfaction and loyalty

Other Duties:

1. Perform other duties as assigned
2. Embrace the HONBLUE Way: R3-Respect, Responsibility, Reflections
3. Treat all co-workers with respect, friendliness, and honesty
4. Present a clean, professional and well-groomed dress standard
5. Maintain a safe and clean work area

Working Conditions: Indoors, air-conditioned work area.

Equipment Used: PC, desk phone, cell phone

Work Hours: 8:00am to 5:00pm

Physical, Mental and Communication Demands:

1. Lift 20 pounds unaided
2. Discern full spectrum of colors
3. Walk/climb stairs, prolong standing at trade events
4. Effective communication skills: Speak, understand, read, and write in English
5. Ability to collaborate with a diverse group of individuals and personality types in a team environment
6. Ability to work in a multi-tasked, fast-paced environment
7. Ability to follow instructions and safety procedures
8. Strong work ethic; positive can-do attitude

Skills/Knowledge:

1. Consultative selling approach
2. Strong problem-solving skills
3. Strong customer service skills
4. Ability to multi-task with many clients and meet deadlines
5. Proficient use in Outlook, Excel and Word
6. Be organized

Education:

- High School Diploma or equivalent required
- 2 years of college preferred

Experience:

- 3 years successful Sales/Account Management experience
- Graphics, Design, and/or Marketing experience is a plus

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. HONBLUE Inc. has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.