

Inside Sales Representative

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise grade IoT platform, purpose built for the healthcare industry. Connexall® is a sophisticated and customizable end-to-end integration and communication platform that helps its customers improve clinical workflow, reduce alarm fatigue, and drive better patient and staff outcomes.

Job Title: Inside Sales Representative

Type: Full-Time

Start Date: Immediate

Location: US Remote, Canada Hybrid, Azores Hybrid

Job Description

Reporting to the Customer Success Manager, the Inside Sales Representative will be responsible for developing new leads, communicating with customers, understanding their needs, and ensuring a smooth sales process. A successful candidate should be able to close sales and meet targets.

To be successful as an inside sales representative you should be able to build instant rapport and achieve customer satisfaction. A top inside sales representative should also have solid internal relationships.

Primary Responsibilities

- Communicating with customers, making outbound calls to potential customers, and following up on leads.
- Understanding customers' needs and identifying sales opportunities.
- Developing sales opportunities by researching and identifying potential accounts, building relationships and providing accurate technical information.
- Closing new accounts by answering telephone, and e-mail inquiries and verifying and entering information
- Answering potential customers' questions and sending additional information per email.
- Keeping up with product and service information and updates.
- Creating and maintaining a database of current and potential customers.

- Explaining and demonstrating features of products and services.
- Staying informed about competing products and services.
- Upselling products and services.
- Researching and qualifying new leads.
- Closing sales and achieving sales targets.
- Other duties as required.

Qualifications

- Associate Degree in Business Required (or relevant work experience)
- Proven inside sales experience
- Track record of over-achieving quota
- Proficient with corporate productivity and web presentation tools
- Ability to multi-task, prioritize, and manage time effectively.
- Previous experience in an outbound call center or a related sales position preferred.
- Proficiency in Microsoft Office and CRM software such as Salesforce.com.
- Excellent communication skills, both verbal and written.
- Good organizational skills and the ability to multitask.
- Excellent phone and cold calling skills.
- Exceptional customer service skills.
- Strong problem-solving skills
- Strong listening and sales skills.
- Ability to achieve targets.