

Inside Sales Specialist

Want to join an exciting high-value, high-tech manufacturer?

COTSWORKS, INC. is a leader in the Industrial, Military, and Aerospace fiber optics and networking market and is seeking individuals who want the opportunity to work with good people and for a growing company that recognizes the importance of work-life balance, offers a great work environment, competitive pay and benefits, and opportunities for career advancement.

Come join the team at COTSWORKS!

COTSWORKS designs and manufactures rugged optical components and subsystems to operate in harsh environments. Our products are utilized worldwide in commercial and military aerospace, military tactical, oil and gas, and other industrial markets. Founded in 2006, the company, headquartered in Cleveland, Ohio, supports the Americas and Asia – while COTSWORKS' GmbH, located in Fulda Germany, supports Europe and the Middle East.

For more information, please check out our website at <http://www.cotsworks.com/careers/> to view all of our current position openings or connect with us on LinkedIn.

JOB SUMMARY

The **Inside Sales Specialist** provides customer development and support for various COTSWORKS customers. The Inside Sales Specialist builds relationships that enable our customers to communicate their needs for rugged fiber optic network solutions and for us to showcase our value back to them. This individual is a key person in the sales force to identify, support and deliver to our customers' requirements.

The person in this role must exercise discretion, independent judgment, and decision-making with respects to customer engagement and all sales-related activities. This position requires someone who can work independently and as part of a team; work in a fast paced, multi-tasking manufacturing environment with some level of distraction (e.g., calls, emails, and other operational duties); monitor and process high volumes of orders; and work with the entire Sales team and others in Production, Quality and Engineering to deliver timely and exceptional responses to the expectations of our customers. This is a full-time, salaried position reporting to the Senior Director of Inside Sales.

JOB RESPONSIBILITIES

The following outlines basic duties and responsibilities which are not intended to be all-inclusive:

- Manages and takes ownership of communications and problem resolution for customers and applies sound judgment when contacting customers to resolve any discrepancies or errors.
- Creates sales plans/forecast by customer and by product for upcoming quarters and full year plan for responsible accounts in conjunction with the whole sales team.
- Creates sales opportunities by working with partners (i.e., cold calls to new prospects and follow up with current leads).
- Builds current and future business by calling target customers in a proactive manner.
- Builds collaborative relationships with buyers, engineers, and other staff to establish appropriate customer expectations.
- Builds customer relationships by remaining communicative with customers throughout their entire experience.
- Assigns priorities to Field Application Engineers' task list for customer calls, emails, and project-related responsibilities.
- Enters and maintains quotes, orders, and RMAs through internal and external systems as required.
- Answers phones and coordinates responses to messages with customers, appropriate Sales, and corporate staff.

- Maintains complete and accurate departmental records and documentation (i.e., hard copy, electronic files, customer portals).
- Audits sales orders and customer purchase agreements for accuracy and completeness.
- Visits select customers or attend tradeshow a few times a year or as appropriate.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma required; Advanced degree preferred
- Minimum two (2) years prior Sales, Customer Service or Technical experience
- Knowledge of international business and sales and marketing
- Technical product knowledge or ability to learn quickly
- Three (3) years of intermediate-level experience with Microsoft Office Suites (i.e., Word, Excel, Outlook, PowerPoint) and associated office productivity tools and equipment
- Proficient customer satisfaction and development skills
- Proficient in writing, verbally communicating, and presenting to various types of audiences
- Proficient analytical, problem-solving, and critical thinking skills
- Proficient organizational, time management, and/or project management skills
- Proficient at handling multiple priorities in a fast-paced environment; highly detail-oriented
- Demonstrates a positive attitude as a team player and support to the Company's customers
- Ability to build collaborative relationships while working with diverse groups, internally and externally.
- Conducts oneself with a high-level of professionalism and personal integrity.
- U.S. Citizenship is required.

BENEFITS:

- Medical Coverage
- Paid Vacation and Paid Sick Leave
- Paid Basic Life Insurance
- Paid Short-Term Disability
- Dental Coverage
- Paid Parental Leave
- Voluntary Supplemental Life
- Voluntary Long-Term Disability
- Vision Coverage
- Paid Holidays
- 401(k) Plan
- Tuition Reimbursement

We are simply looking for honest, ethical, and hardworking individuals who are eager to work in a fast-paced, team-based manufacturing environment.

REQUIRED: All candidates **must be U.S. citizens (no green card or visa)**. Candidates must be willing and able to pass a background check and drug screening to be considered for a position at COTSWORKS, INC.

COTSWORKS is proud to be an EEO employer M/F/D/V.

Starting salary at \$45K (based on experience).