



## Exciting Career Opportunity for an Inside Sales Director

COTSWORKS is looking for a self-driven and proactive leader to support inside sales for our exciting and growing Mil/Aero market for our in-house designed and manufactured optoelectronic products and solutions.

COTSWORKS seeks an **Inside Sales Director (ISD)** who is proactive, determined, and energized about leading an Inside Sales team and operations toward successful customer revenue generation. The ISD ensures excellent service during inquiry, development, quoting, order taking, confirmation, RMAs, and other sales processes. The individual in this role is also responsible for operating the Department's current and future business systems and processes in a way that ensures the Inside Sales team can be effective and efficient in their work. The ISD builds the Inside Sales Team's culture and professional growth to develop deep and valuable relationships at the company's OEM accounts. This full-time, salaried position will work in the office from our Highland Heights, Ohio, headquarters.

**COTSWORKS, INC.** designs and manufactures rugged optical components and subsystems to operate in harsh environments. Products are utilized worldwide in commercial and military aerospace, military tactical, oil and gas, and other industrial markets. Over 100,000 mission-critical rugged optoelectronic and interconnect products are produced yearly in our state-of-the-art manufacturing facility. The company maintains a quality program with ISO 9100:2015 + AS9100D Certification and ATEX-compliance.

### Your Tasks:

- Builds a multi-year booking strategy and plan that includes a revenue forecast plan for monthly, quarterly, and annual review and supports executive decision-making to achieve the company's gross profit goals.
- Provides team and executive level reports on sales activity by generating and monitoring bookings, shipments, quoting, and customer satisfaction information, including sales reports from other departments.
- Owns the operation of the CRM system to include the creation of policies, work instructions, trip reports, design win process tracking, new product tie-ins, and bulk emails to customers to develop new business.
- Supports outside sales in the USA and EMEA with order entry, processing, RMAs, credit interfacing, and other office support as required per the VP of Sales and EMEA Managing Director.
- Manages the Inside Sales Team by ensuring they know their roles, measurement statistics, escalation paths, compensation plans, and growth opportunities.

### Your Qualifications:

- Bachelor's degree or equivalent in business administration or engineering.
- Minimum six (6) years' experience in an OEM sales department with significant leadership responsibility in a growing company.
- Expertise with a CRM and customer development tools and reports.
- Leverages technology and applications (i.e., CRM, Excel, portals, etc.) to facilitate executive decision-making.
- Highly customer-oriented with the ability to work with diverse groups in a collaborative manner, internally and externally.
- Strong leadership, management, coaching, motivation, and problem-solving skills with the ability to drive results through others and with a sense of urgency.
- U.S. citizenship required.

**Have we piqued your interest or raised your curiosity?** If so, join our industry leading team as we grow and help change how communication systems are made in aircraft and military applications. Contact us to see if a career in this cutting-edge organization with exciting applications and customers could be for you!

**Apply online by uploading your resume at [www.cotsworks.com/careers](http://www.cotsworks.com/careers).** COTSWORKS provide equal employment opportunity to all employees and applicants

