



Job Description

Inside Sales Representative

Compensation: \$20-25 per hour
Employment Type: Full Time

Job Summary

Are you an organized, computer savvy, customer service-oriented team player ready to help grow our business?

Join a leading print company that's changing the way our clients think about print. We are talented printing and blueprint experts, account managers, graphic designers, accountants, and customer service specialists. But to our customers, we are the faces and names of Surrey Digital Printing.

As the inside sales rep. position you will be responsible for working directly with clients and the sales team to complete estimates in a timely, detailed manner. You will be the central link between the sales team, clients, vendors, and production staff. If you are an excellent communicator and like the occasional free lunch then read on!

To be considered you'll need:

- A Client/Customer Focus
- Problem Solving Skills
- To be results orientated
- To be able to work as a Team
- Be familiar with Microsoft Office including Outlook and Teams
- Knowledge of sales principles, methods, practices, and techniques
- Proven sales ability with capability to meet and surpass targets and goals
- Ability to effectively and clearly communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands and demonstrate your time management skills
- Objection-handling skills
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- High level of integrity and work ethic

You'll be a great fit if you:

- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner
- Quickly pickup and maintain a high level of product and service knowledge relating to the print industry while effectively communicating to clients
- Greet customers and discuss type, quality, and quantity of merchandise or services required
- Generate customer sales through cold calling and networking
- Promote sales to existing clients
- Overcome objections of prospective customers
- Draw up sales agreements for approval of purchaser and seller
- Build and maintain ongoing awareness of new products and services, competitor activities, and other research
- Develop and build relationships with new accounts and develop additional contacts within existing accounts
- Handle customer complaints as they arise, escalating to the appropriate individual as deemed necessary



- Keep up-to-date records on sales calls, customer contacts, and details of meetings in a timely manner in the format required
- Relay customer quality improvement suggestions for company products and services
- Complete various sales reports
- Deliver accurate customer quotes in a timely manner (Goal is 4 hours)
- Handle client orders – accurately and timely, while following proper workflow procedures and prepare products for purchase
- Be able to give advice to clients based on the application they are presenting
- Follow up with sales quotes
- Work with Account Manager on sales strategies
- Answer phone and help clients with majority of questions at first point of contact
- Respond to client emails within 2 hours

Work Conditions

- Medium to High levels of stress and pressure
- Interaction with customers/clients, and the public at large
- Occasional overtime
- Operation of desktop computer and peripherals
- Flexibility
- Compassionate Team and great company culture

What you get:

- Benefits like extended medical, dental, and more!
- Bonuses
- Hot dog and potluck days, occasional Team lunches/dinners and other fun outings
- A caring and supportive work family

Are you ready to make an impact? [Apply here.](#)