

# Inside Sales Associate Job Description

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## **Duties and Responsibilities:**

- Make phone calls
- Present offers to prospective clients
- Establish appointments and invite clients to the office
- Promote company's products
- Prepare sales reports routinely
- Analyze market sale statistics and implore results for the improvement of company's methods and techniques
- Attend to the complaints of customers and establish schedules for calling them to resolve any misunderstanding
- Establish good relationship with customers/clients
- Assist walk-in and phone customers
- Represent the company in a professional way
- Efficiently and quickly process and distribute customer products
- Understand the needs of the customers
- Learn the various buying habits and expectations of customers in order to be able to recommend to them solutions and specific products
- Study and monitor new products and competitor's sales
- Handle complaints from customers
- Schedule customer service calls
- Reach and possibly exceed given targets as will be communicated by employer
- Routinely prepare reports on the sales outcomes
- Analyze market statistics and implore improving their company's methods and techniques

## **Inside Sales Associate Requirements – Skills, Knowledge, and Abilities**

- Excellent communication skills: This is one skill you can't shy away from if you must succeed in such a position as a sales associate. On a daily basis you will be required to converse with clients
- Ability to be persuasive; with the ability to convince clients
- Ability to express self clearly and loudly to clients
- Depending on the organization, an inside sales associate does not necessarily require a high qualification, except for some medical or product company that will often require a bachelor's degree
- Ability to multitask: These sales associates must have the ability to work on several projects at the same time because their job description shows several tasks they need to complete each day
- Good sales experience and business acumen
- Proficiency in the use of computer and other necessary gadgets
- Exceptional customer skills
- Possess people's skills: The inside sales associate must have the ability to relate with customers in the best possible manner and maintain good relationships
- A strong passion for sales and service
- Effective presentation and management skills
- Ability to work effectively and not break down under pressure
- Self – motivated and enthusiastic individual.
- Ability to work with little or no supervision; this is an important attribute that most employers are seeking after these days
- Possess a certain level of problem solving and analysis skills
- Must be result-driven with the ability to meet up with targets as given.