

Inside Sales Manager Job Description

Duties and Responsibilities:

- Oversee the activities of a processing team to ensure a streamlined ordering process
- Support sales executives; may stand in for sales managers to coordinate sales activities of a company
- Scout and identify upselling opportunities among existing clients
- Develop and maintain good working relationship with customers to promote growth of business
- Prepare and develop training programs for employees
- Ensure sales pipeline consists of qualified lead generation team
- Monitor the performance of sales teams and motivate them to achieve set goals
- Supervise the activities of sales department to ensure project completion within specified deadline
- Ensure that sales policies, regulations, and procedures are maintained by sales teams
- Oversee the regular update of the CRM database to ensure its validity
- Collaborate with the HR department to conduct the interview, hiring, and training of employees
- Serve as coaches for accounting executives, providing them with recommendations on strategies for business/sales growth
- Maintain KPI measurements by monitoring sales performance and statistical reports
- Provide internal and external support to sales groups
- Organize and hold pipeline review meetings with sales teams
- Assist in the resolution of intra-departmental conflict among personnel.

Inside Sales Manager Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become an inside sales manager, individuals will be expected to hold not less than a Bachelor's degree in business studies, economics, management, or in other similar disciplines. Some employers may require a higher degree like Master's. Experience with systems methodology and CRM skills are also vital
- Analytical Skills: Inside Sales Managers possess strong analytical skills which they employ in the calculation and interpretation of sales data useful in taking business decisions
- Customer-service Skills: Inside Sales Managers are adept at effectively communicating with customers to identify needs and help resolve issues
- People management Skills: Inside Sale Managers are well-versed in managing the performance of sales teams to achieve set goals.