



Job Description
INSIDE SALES ASSOCIATE

Job Status: Exempt
Department: Software Sales
Reports to: Director of Global Software Sales
Location: India/Remote

Apply with resume to Janice Lyman, HR Manager
jlyman@concepts-nrec.com

Position Summary

The successful Inside Sales Representative will be a specialist in software sales processes. The position will be responsible for developing sales proposals/quotations for our Software Business Unit, as well as providing occasional sales support for our Engineering, Products and Manufacturing BU's. The position requires an organized and detail-oriented individual who is comfortable both working collaboratively and making independent decisions with minimal oversight.

Principle Duties and Responsibilities

- Working a late shift to have significant overlap with the U.S. East Coast—approximately until 1:30 a.m. local time in India. Start and break times can be flexible, however.
- Preparing sales proposals and quotations, including software line items, scope of work, project timing, and internal cost estimates in close collaboration with the relevant Sales Managers and appropriate Business Unit personnel.
- Following-up inbound leads and routing qualified leads to appropriate sales managers.
- Leading sales efforts for low-cost third-party software offerings such as GasTurb.
- Leading sales efforts with educational customers, through telephone, email, and/or virtual meetings.
- Leading efforts to quote APS (Agile Product Support) renewal contracts, and lease renewals where assigned.
- Working with Sales Managers and marketing staff to keep the Customer Relationship Management (CRM) system up to date, and using the CRM to provide reports and forecasts needed by Sales Managers
- Assistance with reaching out to customers who are late on payments.
- Updating pricing sheets and software sales process documents as appropriate.
- Interacting with management, other internal Concepts NREC departments, sales staff, and outside vendors as needed to achieve objectives as a key member of the Concepts NREC sales team.
- Assisting with maintaining and updating Concepts NREC's ISO9001 and AS9100 quality management system sales procedures.
- Various other sales related tasks as assigned.



Education and Experience

- Bachelor's Degree preferred.
- Two years of relevant sales or sales support experience with software products and related services preferred.
- Experience writing technical proposals is highly desirable.

Abilities:

- Fluency in English
- A mature team player with a consistently positive outlook when dealing with internal colleagues, outside vendors, customers, and senior management.
- Professionalism consistent with the Concepts NREC corporate culture of treating others with respect - regardless of their status or position.
- A strong customer (both internal and external) focus and consistent follow through on commitments.
- Strong time management skills with a sense of urgency and the ability to prioritize multiple tasks.
- Creativity combined with excellent verbal and written communication skills.
- Proficiency with the Microsoft Office Suite with a working familiarity of HubSpot CRM highly desirable.
- An energetic, proactive, career-oriented approach with the desire, and ability, to advance within Concepts NREC.

Other Considerations:

- Some limited travel (<10%) is expected.
- Two months' notice expected from employee before leaving the position

Last modified: December, 2021