



Inside Sales Manager

SUMMARY

The Inside Sales Manager directs Modernfold's inside sales efforts and manages functions essential for external distributors to meet the needs of an end user. This position includes the management of all responses to sales inquiries, engineering data requests, product detail requests, and quotations. This position is also responsible for activities that include order management planning, supervisor reporting, sales process optimization, and sales training. The Inside Sales Manager fosters close working relationships with Modernfold external sales teams, Modernfold Authorized Distributors and internal functions (such as engineering, product development, marketing, and production) to ensure the company's success in exceeding customer expectations and company sales goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Leadership:** Create and sustain an exciting, high-performance work environment that helps inspire and motivate sales success. Lead all inside sales and quotations efforts and promote teamwork, data-based decision making, and a customer centric focus.
- **Organization:** Define sales support roles and activities. Change sales roles, coverage models, or team configurations in order to maximize sales support productivity.
- **Goals:** Achieve company revenue objectives by through execution of plans/objectives, holding the team accountable, assist team in achieving success on their goals/objectives.
- **Urgency:** Drive Prompt, qualified responses to the outside sales team and Modernfold Authorized Distributors.
- **Human Resources:** Hire, train, motivate, coach, counsel, and develop a team of highly effective Inside Sales Professionals and Order Entry. Develop new hire on-boarding, cross-functional training and continuous education programs and materials.
- **Training:** Lead a variety of sales training sessions on a regular basis in order to enable effectiveness and professional growth and development.
- **Motivation:** Partner with company leadership on Inside Sales performance levels and customer satisfaction initiatives & results.
- **Process Improvement:** Continue to develop, maintain, evolve and improve a high-performing sales process from quotation to final production.
- **Coordination:** Promote collaboration, knowledge sharing within and across company on sales processes as well as operational best practices.
- **Pricing:** Participate and coach team to price custom orders precisely, appropriately and on-time.
- **Reporting:** Develop new reports and reporting tools as needed. Aligns reporting, training, and incentive programs with company goals.



- **Technology:** Ensure Inside Sales reps track all activity, contacts, accounts, and opportunities are captured. Discover new sales tools for more effective response time.
- **Customer Orientation:** Constantly strive to know our customers and their needs better. Deliver world-class customer service to ensure complete customer satisfaction.

SUPERVISORY RESPONSIBILITIES

Direct Reports (6 Inside Sales Personnel + 1 Order Entry Clerk)

EDUCATION AND EXPERIENCE

Bachelor's degree preferred with 3+ years proved progressive experience in an Inside Sales / Customer Service management role. Experience with materials/project costing and system implementation. Excels in the use Word, Excel, PowerPoint, Salesforce and can learn new relevant software programs quickly. Must have attention to detail.

LEADERSHIP AND TEAM SKILLS

Has demonstrated the ability to lead to higher levels of performance by building a case for change and leading through others. Is an active learner who is empathetic to the challenges experienced throughout the sales cycle and is passionate about coaching others to maximize their performance.

LANGUAGE SKILLS

Ability to communicate at all levels of the organization and with outside sales, Authorized Distributors, architects, designers and end users. Ability to take direction from management and display a positive "can-do" attitude, strong work ethic and strong problem-solving skills. Work independently and manage multiple tasks simultaneously. Ability to work under pressure with changing project priorities. Ability to work cross functionally and on special projects without jeopardizing daily performance.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts, about blueprints and engineering drawings. Ability to apply simply math concepts, such as fractions, percentage, ratios and proportions to practical situations. Ability to use key analytical metrics to drive improvements.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to work for extended periods of time at a workstation on a computer. While performing the duties of this job, the employee will frequently be exposed to an office setting. However overnight business travel to the factory in Dyersville, Iowa will occur < 6 times a year. Participation in special events such as off-site training programs, trade shows and national sales meeting will be required. Travel < 10%.



While performing the duties of this job, the employee is regularly required to stand, walk, sit and reach with hands and arms and is occasionally required to use hands to finger, handle or feel; talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision and ability to adjust and focus. Occasional extended periods of standing, bending, and kneeling.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment with several co-workers at separate workstations.