

Inside Sales

Summary

Job Title- Inside Sales

Department

Business Services

Description

The Inside Sales role is part of setting Polar Communications Sales team up for success by ensuring infrastructure lifecycle management that adheres to Polar Communications best practices. This role is at the forefront of fulfilling the mission of Polar Communications by being an advisor, guiding clients to best practices, helping them budget and plan into the future, helping their order be simple, and communicate the value of solutions that enable productivity, and growth for Polar.

The employee performing in the position will be directly responsible to the Business Services Supervisor. In case of absence the employee will be responsible to the Chief Business Development Officer. The employee shall cooperate and work with all other departments for the maximum benefit of the company or as directed by the Business Services Supervisor.

The employee shall work a regular 40 hour week. This position does not qualify for overtime. The compensation is to be determined by the General Manager/CEO according to the compensation guidelines approved by the Board of Directors.

The employee shall adhere to approved published company policies and receive all benefits and privileges cited therein.

This employee must possess an exceptional positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet and deliver exceptional customer service to Polar's customers.

FLSA Status: Exempt
Prepared By: Human Resources/Business Services
Approved By: Chief Business Development Officer
Approved Date: 03/19/2024

Requirements

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Communicate technology standards, business value, and risks associated with aging and/or inadequate technology solutions. Additionally, be able to articulate how Polar

Communications solutions can mitigate risk, solve operational challenges, and how we deliver support to clients.

- Establish clear expectations with clients and fellow team members in every area of interaction.
- Maintaining a commitment to business quality and client service.
- Liaising between various internal departments as well as vendors to respond to client inquiries and to be proactive in regard to client-related support
- Prepares sales quotes, proposals and other client facing deliverables as needed to respond to client service requirements and procedures
- Attending sales meetings, taking notes, and following-up on action items
- Billing Software Engagement – clearing/starting orders, CRM opportunities/activities, reporting
- Association Engagement – participate in tradeshow, and other association related events.
- Responsible for Customer licensing (Microsoft, Aruba, etc)

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

- Knowledge of computer and network hardware and software.
- Basic understanding of hardware and network systems
- Excellent verbal & written communication skills (and to know when one is more appropriate vs. the other).
- Ability to articulate key business objectives, and basic technical information, in both verbal, and written form. This skill is to be able to facilitate translating technical solutions to our non-technical clients in a way they can fully understand.
- Ability to explain the SmartBusiness Suite & Extreme IT programs.
- Accurate use of CRM tool with regards to opportunities, activities and tickets which is essential for organizational communication
- Relationship building skills are critical – internal team, external clients, vendor partners, and local networking partners. All people in this ecosystem should be part of your intentional efforts to build and maintain relationships.
- Demonstrated knowledge of vertical-specific regulatory requirements. (HIPAA, Security, SOC, FINRA, etc.)

- Understand and execute the concept of 'micro-commitments' when engaging with clients. Learn how to set next steps, gain commitment from clients for the role they need to play. Clearly communicate the agreed upon micro-commitments & follow up and follow through.
- Ask great follow up questions. Your ability to provide value to clients will significantly depend on your capacity and expertise of asking great follow up questions with clients.

EDUCATION and/or EXPERIENCE

Minimum of a Bachelor degree in Information Systems or related field.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid driver's license, in good standing, is required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.

By signing below I am indicating that I have read the essential requirements and responsibilities for this position.

Signature

Date

Core Values

TECHNOLOGY & INNOVATION 25%

1. Embraces technology and understands its importance.
2. Believes in and promotes innovation.
3. Seeks opportunities for professional and/or personal development.
4. Adapts well to change.

PEOPLE DRIVEN 25%

1. Understands others point of view.
2. Works to build and maintain relationships.
3. Accepts and uses feedback to maintain and improve performance.
4. Respects self and others consistently.

TEAMWORK 25%

1. Takes the initiative to help out without being asked.

2. Shows support for other departments and helps out when needed.
3. Utilizes effective communication skills that includes listening, and communicating in both written and verbal format.
4. Takes responsibility for actions consistently.

COMMITMENT 25%

1. Takes pride and ownership in the company.
2. Positively represents the company's image in order to better the community.
3. Continues to create a positive customer experience in a direct or indirect role.