



NORTH AMERICA

## INSIDE SALES REPRESENTATIVE

<b><u>JOB TYPE:</u></b>	Full-Time
<b><u>SALARY RANGE:</u></b>	\$25.00 - \$26.00 per hour
<b><u>FLSA:</u></b>	Non-Exempt
<b><u>DEPARTMENT:</u></b>	Sales
<b><u>LOCATION:</u></b>	VITA North America Headquarters – Yorba Linda, California

*Reasonable accommodations may be made to enable individuals with protected disabilities to perform the essential functions of this position.*

### **POSITION SUMMARY:**

Under the direction of the Director of Sales Operations and within corporate guidelines, the Inside Sales Representative sells VITA products and services over the telephone within an assigned sales territory to small laboratories with the ultimate goal of achieving an assigned sales quota. Additional duties include database maintenance and assisting Account Managers as well as other duties as assigned.

### **RESPONSIBILITIES:**

- Meet or exceed monthly/quarter/yearly sales quota through outbound sales calls and marketing efforts within an assigned territory and established expense budget.
- Reestablish the vendor/customer relationship by calling active and inactive accounts with very clear call objectives.
- Determine product and service needs for both active and inactive accounts based on prior sales history and year over year (YOY) monthly sales reports.
- Introduce and upsell new products and services (courses) to small dental laboratories via needs satisfaction and/or consultative selling techniques.
- Maintain account database via VITA North America's CRM system (SAP, Badger) daily.
- Occasionally process orders for customers in ERP system.
- Actively promote VITA North America's courses within assigned territory.
- Manage a sales pipeline following a well-defined sales process to increase closure rates and shorten sales cycles.
- Provide competitive information as it relates to market activities.
- Promote a positive working environment conducive to a team atmosphere and in alignment with the VITA North America culture book.
- Perform other duties as assigned or required.
- Comply with VITA North America's Complaint Handling process.

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## **QUALIFICATIONS AND SKILLS REQUIRED**

- Minimum of 1–3 years experience in outbound telephone sales and account maintenance experience with a high school diploma; bachelor's degree preferred but not required.
- Excellent sales telephone personality, verbal, written, and communications skills.
- Must be results-oriented, assertive, and a self-starter who thrives in an insides sales environment.
- Must be able to manage time effectively, while maintaining and growing business relationships.
- The job requires knowledge of basic math and percentages to write price quotes, total orders, and apply discounts.
- Possess a working knowledge of MS Office Suite (Word, Excel, Outlook and PPT), CRM, and ERP applications.
- Familiarity with FDA 21 CFR, Part 820, Quality System Regulation.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, this position regularly requires sitting when working at the desk; use of hands to finger, handle, or feel objects when working with computers. Reach with hand or arms and talk or hear. This position occasionally requires standing or walking, stooping, kneeling, crouching; occasional lifting and/or moving up to 10 pounds of product or equipment. Mental alertness and specific vision abilities required to read dental literature, price books, product literature, catalogs, and product reports; ability to concentrate, understand and explain product to customers over the telephone; adjust focus between documents, reports, equipment and groups of people. This position works in a normal office environment, in a cubicle, where noise level is usually quiet.

## **OTHER REQUIREMENTS**

Occasional travel up to 10% may be necessary which may include weekends to support industry shows and educational courses.

VITA North America is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.