



# Job Description

<b>Title:</b>	Inside Sales Representative
<b>Reports to:</b>	Frames Product Manager, New Initiatives
<b>Department:</b>	Frames New Business Initiative

Frames Data is looking for a talented and competitive Inside Sales Representative for our mid-town NYC office who thrives in a quick sales cycle environment.

For over four decades, Frames Data has been helping to build stronger businesses throughout the eyecare industry. Our services help improve communication between buyers and sellers of eyecare products, strengthening relationships and contributing to a growing, successful marketplace.

We are the providers of standardized product information and imagery that power dozens of software applications, supply-chain and ERP systems, mobile apps, and web sites. For our customers, this means improved workflow and automation, ensuring transaction accuracy, faster turnaround of orders and claims, and smooth, efficient product ordering. A business that uses Frames Data is employing technology as a competitive advantage and a tool for success.

We're fanatical about providing the best service to help our customers be successful. We provide real-time access to the latest product data, and help our clients implement best practices to streamline their business and improve their bottom line.

## **General Description**

The Inside Sales Representative will play a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives. The ideal candidate must be comfortable making dozens of calls/emails/demos per day, working with internal and external associates, generating interest, qualifying prospects, closing sales and ensuring smooth onboarding process.

## **Responsibilities**

- Source new sales opportunities through inbound lead follow-up.
- Research lead, ensure inbound data accuracy, and set up demo, webinar (or other prescribed follow up methods) in a timely manner.

*NOTE: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*



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- Work with internal and external resources to understand customer and industry needs and gear presentation accordingly.
- Perform effective online demos, answer questions, and manage objections.
- Strive to close from demo, or determine/document/perform next steps to close.
- Take sales orders and input accurately into subscription database.
- Ensure a smooth sales and onboarding process.
- Manage relationships with existing customers and interact daily with technical support.
- Achieve/Exceed monthly, quarterly and annual sales goals.
- Liaise with marketing, technical support, product management, sales, development, subscription service.
- Accurately detail all account contact.
- Document and circulate (and/or present) weekly report on sales, issues, suggestions for resolution.
- Work as part of a team to ensure success of products and renewal subscriptions.
- Some in person demos and sales work may be required as well as some travel to trade shows.
- Some cold calling required.
- Other duties as assigned.

## **Qualifications/Requirements**

- Bachelors' Degree or Associates Degree with strong related work experience.
- 1-2 years of related work experience
- Organized, friendly, thoughtful, and well-spoken team player.
- Excellent verbal and written communication. Eager to learn.
- Competent in Microsoft Office, especially Outlook and advanced Excel abilities.
- Hubspot Marketing and/or Hubspot CRM experience a plus.
- Database and technology experience/interest, customer sales/service experience.
- Experience dealing with optical or medical professionals in a B2B setting a plus.

## **Travel**

- Limited travel required

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