



JOB POSTING

Position: **Inside Sales Supervisor**
Reports to: Order Fulfillment Manager

General Description:

Directly responsible for the quality and quantity of inside sales output.

Responsibilities and Duties:

- Develops the talents of the inside sales team
 - Recognizes and rewards performance improvement and outstanding performance.
 - Address performance concerns
- Advocates for the customer
- Advocates for the team
- Measures and monitors the inside sales team's performance
- Works with the team to continually improve the process
- Ensures that the image the team exudes is consistent with Gorbels values and brand
- Proactively solicits feedback from all customers – internal and external
- Travels 3-4 weeks per year to solicit customer feedback
- Serve on occasional intra-departmental and cross-functional teams throughout the year
- Job requires 40-45 hours a week, though some additional hours are generally required during busy periods

Skills Required:

- Leadership skills
- Supervisory skills
- Conflict resolution skills
- Excellent phone skills
- Excellent organizational skills
- Negotiation skills
- Computer skills
 - Excel – VBA skills a plus
 - MS Word
- Communication skills
- Experience in estimating/quoting
- Technical acuity
- 4-year degree in Engineering, Sales, or Marketing a plus

Please forward resumes to: Brenda Barber @ brebar@gorbel.com