

Job Title: Goldstar – Inside Sales Agent Manager, DACH

Report to: Global Inside Sales Manager

Required Language: Fluent English and Fluent German

Location: Ireland or Germany – 100% Remote

Overview of Role: We are seeking a highly motivated sales individual, who will work in conjunction with the field sales team to increase revenue from new and existing accounts, through proactive account management and providing the highest level of service to your customers.

Performing the role in line with the Goldstar Values:

Family - Treating our customers and our Goldstar team members like family

Simplicity - Ensuring all of our solutions we supply for our customers are easy with no hassle

Delighting our customers – We make sure every customer enjoys working with us by exceeding their expectations and providing the highest level of customer service and a quality product

Work hard, play hard - Work hard and give our all and at the same time love and enjoy what we do

What you will do:

(Including but not limited to)

•Build Relationships

- Be the main internal contact for all assigned accounts, with a primary focus on VIP accounts, and responsible for relationship development with those accounts within your assigned region
- Build customer relationships with existing clients by reaching out via phone calls & emails to increase the likelihood of them using Goldstar services again

•Responsible for all Pre sales activity

- Support the field sales team as required
- Prepare detailed quotations
- Prepare visuals and pre-production samples (including speculative visuals), and provide suggestions when needed
- Consult with clients regarding their needs and specific briefs
- Make sure clients receive requested products and services in a timely fashion
- Identifies opportunities to grow business with new & existing clients

•Provide Proactive Account Management

- Apply follow up strategies on all quotations and enquiries
- Following up on orders and gaining feedback
- Introduce Goldstar Selling tools to customers to increase the likelihood of them using Goldstar services again
- Chase Repeat (anniversary) orders and business
- Gain customer feedback on service, and recommend improvements
- Build and maintain detailed customer profiles in the CRM system
- Manage and resolve client service and order issues

•Product and decoration expertise

- Be a product expert in all facets of what Goldstar offers and the features and benefits
- Keep up with industry trends and the competitive landscape

- Teamwork, personal and business improvement
 - Contribute ideas and feedback at weekly meetings
 - Take full responsibility for managing time and daily activities
 - Actively participate in all training and development activities

- Meet and exceed monthly sales targets and goals (KPIs) by performing all of the above to the highest standard
- Any other duties or activities as directed

What we need from you:

Previous experience

- 1-2+ years of inside sales/account management, or 3+ years of customer service experience preferred
- Demonstrated previous measurable success in a sales role is a distinct benefit
- Experience working with promotional merchandise distributors is also a plus, but not essential

Key Skills and Attributes

- Self-motivated, with initiative, and able to work in a self-directed entrepreneurial environment
- Ambitious and driven, with an ability to work to targets
- Strong telephone manner: courteous, clear speech and the ability to build strong customer relationships over the telephone. Will not hesitate to pick up the phone, especially when there is a customer problem.
- Great problem solving skills and an ability to stay calm and professional under pressure
- Great listening skills and attention to detail is crucial. Demonstrated ability to match client needs with product features and benefits
- A sense of urgency and the desire to respond quickly to customer requests, providing premium levels of service.
- Computer literate, with good keyboard skills; familiar with different on-line database packages and the Microsoft office Suite of products
- Team Player with great organization skills
- Fluent written and spoken English & German to a high standard is essential

What we will provide:

- The opportunity for you to make a meaningful and serious contribution towards a very successful and rapidly growing business
- A supportive environment with opportunities to grow and develop your career
- A modern, fast paced and exciting company culture

About Goldstar; *Goldstar, part of the global National Pen Group, is Europe's fastest growing Trade Supplier. Goldstar is becoming famous for unbeatable value metal and full-colour writing instruments, combined with headache free all-inclusive pricing and a passionate team who will do whatever it takes to delight their customers. Goldstar's mission is to become the best supplier in the industry and to make all distributors love Goldstar.*