

RITA CORPORATION JOB DESCRIPTION

Position: Inside Sales Representative
Supervisor: VP New Business Development
Category: Full Time - hourly

Responsibilities:

- Make outbound sales calls to specific sub-groups of customers to promote the RITA Corporation Product Line.
- Maintain special pricing by customer; Prepare quotes & send price increase letters to customers
- Maintain Customer Contacts (Telephone, E-mail, Fax, etc.) for assigned sales territory
- Follow up and qualify new vendor supplied leads, Innovadex leads
- Track status of customer orders and coordinate on time delivery with purchasing and warehouses
- Follow up and track leads that are generated through RITA website or from Trade Shows for all new accounts that are currently served by the Key Account Reps
- Generate new sales opportunities through telephone campaigns to specific customer groups as directed by New Business Development Manager
- Set up all new accounts in database and establish daily outbound call metrics (50 calls/day)
- Contact list of dormant accounts that have not ordered from RITA for the past 12 months or more and make sure customers receive new GPL
- Develop opt-in database for all contacts within established telesales territory and be responsible for sending out monthly email news letters
- Coordinate shipments with warehouse personnel
- Assist with customer complaints
- Follow up on all sample requests from customers in assigned territory
- Prepare sales analysis as directed by management.
- Other duties as assigned by management

Skill Requirements:

- High School diploma required
- Bachelor of Science degree with an emphasis in Chemistry preferred
- Microsoft computer skills ; accounting software knowledge helpful
- Excellent verbal and oral communication skills
- Ability to communicate and cooperate interdepartmentally
- Must be able to multi-task
- Accuracy with computer data entry
- Minimal sales experience preferred

Revised 2/2013