



**Position: Inside Sales Representative**

**Location: Sauk Rapids, MN**

**Division/Department: GRIT (Grower, Rental and Industrial/Commercial)**

**Exemption Status: Exempt**

**Date: March 26, 2021**

**Position Summary:**

Inside Sales Representative is responsible to grow revenue with existing small to mid-size customers and prospects in North America. This role is an integral part of GRIT Sales team, driving and supporting actions to meet overall growth and account penetration targets. Inside Sales Representative serves as a vital link between customers and key internal functional areas including Customer Care, Marketing, Product Management, Operations, and Accounting.

**Primary Responsibilities:**

- Manage and grow a portfolio of small to mid-size accounts through regular outbound calling to sell products and to increase customer top-of-mind awareness
- Achieve assigned sales and gross margin goals using the company's Action Selling process
- Effective and efficient time and territory management to maximize productivity and results
- Utilize NetSuite CRM to develop and maintain a regular cadence for customer/prospect outreach, to record contact details, and to set follow up tasks
- Provide quotes and product suggestions based on customer needs
- Interface with internal departments to ensure customer needs are met
- Regular and effective communication and collaboration with Field sales team
- Champion "Voice of Customer" throughout the organization
- Work with marketing to create email blasts, marketing flyers and related sales collateral
- Develop a strong understanding of the company's products and services
- Develop and present compelling sales proposals to customers that demonstrate a solid understanding of customer needs and that create meaningful added value
- Adhere to established company policies and procedures
- Embrace and live the company's cultural values in all business related internal and external interactions
- Provide customer support during Field Sales Manager's absence as needed.
- Create and maintain a database of current and potential customers
- Qualifying leads and closing sales
- Understanding customer needs to create effective climate solutions
- Use customer feedback to generate ideas about new features or products
- Other duties as assigned from time to time

**Qualifications and Skills**

Bachelor's Degree in Business or Marketing or a combination of work experience and education  
2-3 years of prior sales experience, inside or outside sales  
Strong verbal and written communication skills  
Highly organized and great attention to detail  
Numerical reasoning  
Technical aptitude  
Ability to follow a prescribed and disciplined sales process  
Excellent time management  
Highly proficient with CRM and Microsoft Office  
Active listening skills  
Ability to establish rapport quickly by phone

**Reporting Relationship:**

Reports to Customer Care & Inside Sales Manager  
Interacts with Order Entry and CC, GRIT Field Sales, GRIT Market Manager, GRIT VP of Sales, and Marketing personnel

**Working Conditions**

Work is typically performed in a standard office setting. May be required to work more hours than normal during a regular workweek depending on workload and deadline requirements.  
The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**About Us**

Pinnacle Climate Technologies (PCT) invents, develops and manufactures heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, PCT serves a diverse customer base in over 25 countries, on every continent. With brands that include Master®, Schaefer®, Remington®, ProTemp®, Americ®, and STANLEY®, PCT is positioned as the global leader in industrial/construction heat, and portable ventilation products.

**Why Join Us**

Our brands, both young and mature, now have 65 years of experience to draw upon as they optimize manufacturing efficiency, perfect distribution, and lead the industry. And with that, we're now able to innovate faster and more effectively deliver the highest-quality products to the marketplace. As a result, Pinnacle Climate Technologies is home to brands that are recognized worldwide for reliability, durability, and innovation. At Pinnacle—We make it possible.

*Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability, veteran status, national origin or other legally protected classifications.*