

## **Sales Assistant / Inside Sales Position**

Based in Cranberry Township, PA, ITG Networks provides visitor-based network solutions to the hotel industry. We are an approved technology vendor for major hotel brands including Wyndham & Red Roof hotels. We specialize in Wi-Fi, Guest Room Entertainment, Mitel Phone Systems, CCTV Camera Systems, & Low Voltage Cabling. We enjoy doing things the right way as our Google reviews support.

As a Sales Assistant / Inside Sales Representative, your primary roles would be to build rapport, manage existing customer relationships, and assist our outside representatives when needed. You'll be directly responsible for the maintenance of our customer base. The ideal candidate will have talent in sales and experience in customer service. We expect you to be reliable, professional and able to achieve a balance between customer orientation and a results-driven approach. The goal is to find opportunities and turn them into long-term profitable relationships based on trust and mutual satisfaction.

### **Responsibilities**

- Learn & understand ITG Networks' products and offerings
- Establish relationships with existing customers
- Unearth new sales opportunities from existing customers through networking and turn them into long term customers
- Work with ITG Technical staff when required to address customer requirements.
- Present products to existing clients
- Submit contracts to customers for review and signature
- Provide professional after-sales support to enhance the customers' dedication to ITG Networks
- Respond to complaints and resolve issues in a timely manner with the goal of customer contentment and the preservation of the company's reputation
- Commit to and follow the company handbook
- Full-time/Part-time position Mon-Fri

### **Skills**

- Proven experience as an Account Executive, or in other sales/customer service role
- Enthusiastic, "whatever it takes" attitude and passion for customer service
- PC literate with knowledge of MS Office, specifically Excel, Word, Publisher and PowerPoint; knowledge of CRM software (eg. Salesforce, ConnectWise, etc.) is a plus
- Excellent communication/presentation skills and ability to build relationships
- Organizational and time-management skills
- Ideal background might include: Telecom, Voice, Data, CCTV, Wireless, or other technology-based sales

Base + Commission. If full time, this position would qualify for benefits package including medical, dental, vision, bonus, and matching 401(K) plan.

Please research our company prior to coming in for an interview. We expect a certain level of business acumen for this position.

This position reports to the Director of Sales.

Submit resume to [careers@itgnetworks.com](mailto:careers@itgnetworks.com) or call us at 724-934-4636 with questions.