

Inside Sales Job Description

Job Summary:

Road America is seeking an individual with a passion of motorsports to grow with our organization and fill as part-time Inside Sales Representative. The Inside Sales position is responsible for incoming and outbound calls, increasing ticket sales, and providing a great customer experience. This is a part-time position between 15-30 hours per week during the off-season (September-April) and 40+ hours during the season (May – August)

Duties Include:

- Responsible for all Inbound and outbound calls
- Taking customer orders and assisting with questions
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers.
- Call clients and customers to inform them about the company's new offerings.
- Guide callers through troubleshooting, navigating the company site to purchase tickets.
- Review customer or client accounts, providing updates and information about billing, shipping, and other account items
- Collaborate with other call center professionals to improve customer service
- Develop relationships with customers to encourage trust and loyalty
- Follow up on cold and warm leads to further the sales process
- Understand and demonstrate the product or service to the customer
- Set and meet sales goals and objectives set by leadership

Qualifications:

- Previous Inside sales experience (preferred)
- Must have excellent customer services skills
- Must have good written and verbal communication
- Must have excellent computer skills using MS Office products