

## **JOB TITLE: INSIDE SALE REPRESENTATIVE**

List Lab's mission is to "harness bacteria's potential for a healthier world." We are a premier contract development and manufacturing organization for bacterial derived products for early clinical trials including live biotherapeutic products derived from the rapidly growing microbiome field. Live biotherapeutic products, an exciting new therapeutic, are a novel approach to disease treatment and have significant potential to improve patient lives. List Labs also specializes in the production of both native and recombinant bacterial proteins and toxins used for research and development.

List Labs offers a dynamic and congenial company environment and the convenience of working in the South Bay Area.

The Inside Sales Representative will develop customer relationships using your product knowledge to achieve sales targets, while providing seamless customer service. The incumbent will answer customer questions regarding pricing, delivery, and order status, prepare quotes and actively follow up on open/outstanding orders and quotes. The incumbent will work with sales management to identify and develop strategies which support new and existing sales opportunities.

The ideal candidate is a competitive self-starter that thrives in a fast-paced environment. You must be comfortable making multiple calls per day, working with partners, generating interest, qualifying prospects, and closing sales.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for handling customer inquiries regarding product information, pricing, delivery, and order status information.
- Process orders and quotes to ensure timely and accurate shipments and customer satisfaction.
- Responsible for tracking orders / inventory / backorders, processing customer applications, letter of assurances and export licenses.
- Maintain the CRM/ERP database pertaining to the sales ordering process.
- Contact potential and existing customers and distributors, generating sales leads, respond to sales inquiries to secure new and increased business accounts to meet established sales targets.
- Prepare ad hoc sales reports for senior management. Stay current and up to date on customer market trends, and new product(s).
- Monitor competitive products and reactions from customers (to include pricing).
- Identify customer's buying trends and provide reports to management.
- Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails.

- Update internal and external price list as necessary.
- Serve as backup to the shipping department for planned/unplanned absences.

### **QUALIFICATION AND EXPERIENCE**

- 5+ years of successful customer service experience / Inside Sales experience, preferably in product sales environment.
- Proficient working knowledge of CRM/ERP databases and software, Microsoft Office suite.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Good negotiation and interpersonal skills.
- Able to manage time effectively, prioritize tasks and achieve deadlines.
- Keen attention to detail and accuracy.
- Highly independent and self-motivated and integrates well within a team.
- Strong analytical skills.
- Self-motivated and driven professional.
- Ability to work efficiently and effectively under pressure with simultaneous deadlines.
- Excellent communicator, with strong written and verbal communication skill

### **PHYSICAL REQUIREMENTS**

- Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.
- Must have the ability to lift and carry small packages up to 30 pounds.

### **COMPENSATION AND BENEFITS**

- The anticipated base salary range for this position is \$60,000 - \$75,000 per year based on a variety of factors, including but not limited to, internal equity, experience, education, specialization, skills, abilities, and training relevant to the role.
- The title may be assessed one level lower or higher, accordingly.
- Benefits include medical, vision, dental, vision, and group-term life insurance, 401(k) retirement plan with a 4% employer match, vacation, and holidays.
- The above salary range represents the Company's good faith and reasonable estimate of the range of possible compensation at the time of posting.