



StickerYou Inc.  
219 Dufferin Street, Suite 6A  
Toronto, Ontario  
M6K 3J1

## Inside Sales Representative Position

### Position Overview

Working in StickerYou Inc.'s Sales team, the Inside Sales Representative is responsible for increasing revenue by converting inbound leads, hitting individual monthly targets and working towards the team's monthly target. Reporting directly to the Sales Supervisor, the ideal candidate is extremely detail oriented, organized and a problem solver who is able to apply critical thinking skills to a vast range of scenarios to provide customer-centric solutions. This role relies heavily on a strong ability to communicate clearly and ability to handle deadlines in a fast paced environment.

### Requirements

- Available full time Monday-Friday and able to work overtime if needed
- 2 years work experience in customer service
- 2 years work experience in sales
- High proficiency in Google Apps, Excel and SalesForce
- High proficiency in PC/Windows operating system
- Post secondary education in a related field
- Familiarity with Slack, HelpScout or Freshbooks (bonus)
- Experience in the graphic arts or printing (bonus)

### Skills & Characteristics

- |                                    |                                    |                   |
|------------------------------------|------------------------------------|-------------------|
| → Analytical and critical thinking | → Organized                        | → Honest          |
| → Process and detail oriented      | → Perceptive                       | → Self-motivated  |
| → Problem solving                  | → Verbal and written communication | → Inquisitive     |
|                                    | → Charismatic                      | → Time management |
|                                    |                                    | → Persuasive      |

### Responsibilities

- Continues to match and exceed revenue targets by converting leads
- Sources new opportunities through lead follow up over the phone and by email
- Brainstorms strategies to improve outward communication, gain actionable insight on customer issues, boost revenue growth and increase employee morale
- Communicates openly with management about concerns regarding processes, user experience, software and/or employee issues
- Represents StickerYou Inc. when building customer relationships and negotiating with vendors, holding to our company values
- Investigates missing, incorrect and/or incomplete orders using the available information
- Provides solutions that maintain customer satisfaction and follow established policies
- Maintains clean, accurate data in CRM software to monitor trends and develop sales strategies
- Prevents future print and cut quality issues by notifying the Production and Art teams of order issues
- Establishes customer loyalty and retention by responding to customer inquiries quickly and respectfully
- Participates in Sales meetings by voicing customer facing insights and concerns
- Issues invoices to customers and ensures sales processes are complete in a timely manner
- Recommends products that best suit customer needs and grow revenue
- Completes special projects when assigned or given by the Sales Supervisor
- Alternative responsibilities may be added

If interested, please email [hr@stickeryou.com](mailto:hr@stickeryou.com) with the subject "Inside Sales Representative Position" by February 16, 2018