

## Job Title: Inside Sales Representative (ISR)

### Reports to:

**Supply Chain Manager, ESTI Consulting Services**

## ROLE DESCRIPTION

The Inside Sales Representative's (ISR) primary focus is to work with the Supply Chain Manager to help the team deliver technical solutions and products to our clients in a timely and efficient manner. This role is essential for the effective delivery of hardware, software and hardware based professional services and ESTI's ability to increase the efficiency of its operations.

Working directly with the Supply Chain Manager, but also with ESTI Client Account Managers and Solution Engineers, you will assist and support the deals management process from initiation to invoicing. You participate in the management of a large volume of important financial, technical, and logistical information, all moving in real time.

ESTI Consulting Services is a fast paced environment. Our high performing employees thrive on challenging but rewarding work. The successful applicant must be able to adapt to various client needs, and be willing to work past the typical 37.5 hour week, 8:30-5 day, as necessary. ESTI will provide you with the resources you need to be successful in this position.

## KEY RESPONSIBILITIES

The Inside Sales Representative is needed to work in these main areas:

### Inside Sales Activities

- Directly support the Sales Team before, during, and after a sale.
- Work directly with ESTI vendors to construct deals made up of quotations, vendor purchase orders and invoices.
- Assist with the deal management flow and any associated documentation at all stages of the sale.
- Assist in finalizing deals and performing any needed reconciliation.
- Preparation of invoicing materials to be passed onto ESTI financial staff.
- Sales tracking by deal, from order thru to logistics, delivery, client service and invoicing.
- Asset management and recording.
- Asset book generation and management.
- Opportunity reporting and management.
- Sales report creation and management.
- Coordination of marketing activities.

### Vendor Partnership Management

- Work with the Supply Chain Manager and VP of Sales to manage current vendor partner programming and onboard new vendor partners.
- Create prior approvals, gather documentation, claim applicable expense through vendor programs, and ensure accuracy of rebates.

- Create necessary plans for future funding, and plans for program or partnership level advancement.
- Gather requirements and develop training plans to meet vendor requirements.
- Manage partner rebates and the rebate programs.
- Manage internal Microsoft licensing, and other licensing as needed.

## KEY BEHAVIOURAL COMPETENCIES

### Organization and Time Management

- Provides clear and concise information on a timely basis to others who need to act on it, including clients and other ESTI employees
- Uses strong organization and time management abilities with the use of tracking mechanisms
- Provides consistent, accurate work on a timely basis.

### Detail Oriented

- Able to process large volumes of detailed and variable information
- Be aware of each component, looking for discrepancies and errors
- Achieves thoroughness and accuracy when accomplishing a task through concern for all areas involved
- Looks for potential improvements in work processes and results.

### Motivated

- Supply Chain pace and deadlines require a “problem-solution” mentality as situations may dictate an immediate solution to ensure client satisfaction
- Anticipates needs in different situations and takes appropriate action
- Requires minimum supervision and is self-directed within the scope of their accountabilities.

### Communication

- Within Procurement, the ability to professionally manage conversations with Vendors, Logistics, and Clients will be required.
- Communication to direct reports in a proactive and respectful manner in a high stress environment is expected.
- A confident communicator that demonstrates an ability to be personable and professional while dealing with vendors, clients or service providers whether by phone, email, or in person.
- Demonstrates the ability to convey thoughts and express ideas effectively in written and oral communication, internally or externally if required.

### Relationship Management

- Is dedicated to providing high quality service, and maintaining good working relationships with supervisor, back-office staff and vendors
- Uses strong communication abilities, both written and verbal to build and maintain relationships
- Demonstrates professional and appropriate behaviour.

### Technical Abilities

- Hardware/Software General Knowledge
- General Business skills including but not limited to: training management, managing software license renewals, resource allocation, marketing, financing agreements, accounting, operations management, and Microsoft Office Suite.

### Problem Solving

- Is able to anticipate potential problems in product and service delivery and be proactive in overcoming them
- Considers organizational priorities when making decisions or analyzing the costs and benefits of various alternatives
- Utilizes problem solving skills and techniques inherent in Business Analysis.

## REQUIRED BACKGROUND

### Knowledge/ Education/ Technical Skills:

**Skills:** Critical thinking, problem solving, organization, attention to detail, client service, relationship management, flexibility, and a strong work ethic are required to be successful in this position. Familiarity with:

- data entry and data management,
- procedural frameworks,
- generally accepted accounting principles (GAAP),
- MS Office tools including Word and Excel,
- Supply Chain knowledge.

**Education:** Bachelor of Commerce, Diploma, or equivalent business experience.

### Experience Required:

**Experience:** 1-3 years in a related office environment; experience with computer hardware, software and licensing is an asset.

*\*\* Local experience is a preferred asset, but we are always interested in individuals from across Canada. While international experience can be an asset, we require candidates to have Canadian work experience, and currently reside in Canada. \*\**

## ABOUT ESTI CONSULTING SERVICES

ESTI Consulting Services is a consulting firm that offers a mature range of professional services and IT based solutions within focused industry and technology niches.

ESTI was founded in 1989 and has been building on the same management group for over 30 years. ESTI was initially a professional services-only organization offering industry specific professional services, custom application and database development, integration services and data migration services. In 2006, ESTI evolved and developed an IT solutions and architecture offering. This expanded organization now offers over 40 years of enterprise sales and architecture experience.

ESTI Consulting Services client list makes us the envy of our competitors.

## ABOUT COMPENSATION AND TOTAL BENEFIT PACKAGE

This position has excellent growth opportunity both short and long term. In addition to the strong team environment and its team based reward system, ESTI Consulting Services provides a flexible health and benefit package, competitive salary, outstanding bonus structure, substantial rewards for innovation and initiative, and opportunities above industry standards.

*We are an Equal Opportunity employer. If this opportunity fits who you are, and what you are capable of, we strongly encourage you to apply. Please submit your cover letter, resume to [hr@esti.ca](mailto:hr@esti.ca)*