



Inside Sales Representative/Account Manager, IDville

We want you! Your positive attitude. Your commitment to delivering the best. And, if you happen to be good at ping pong...well, all the better!

Baudville Brands is the parent of business to business product innovation and marketing brands: IDville, Baudville, RecogNation & the latest addition to the Baudville family of brands, Pure Promo. With over \$50MM in total revenues and 120 employees we seek to 'make workplaces better' through our unique blend of innovative products, go-the-extra-mile service and operational excellence. The company's 80K sq. ft. facility is located in Grand Rapids - Michigan's second largest metro area with a population of 1.3 million. (www.experiencegr.com)

ABOUT THE OPPORTUNITY:

Serves as the point of contact for sales and customer service inquiries of IDville products.

DUTIES AND RESPONSIBILITIES:

- Field inbound calls and process customer orders, information requests and other related inquiries in regards to all IDville product offerings.
- Make prospect phone calls to develop new business in assigned territory.
- Make follow up calls on all phone & web inquiries on IDMaker systems and other products as necessary.
- Help customers identify potential additional products (upsells/cross-sells).
- Achieve minimum expectations for sales quota.
- Ability to meet all department objectives and metrics for call handling.
- Ability to meet and exceed expectations and utilize feedback for further development.
- Provide information, respond to requests for service, and process orders, always providing the "go the extra mile" assistance that customers request.
- Learn and become knowledgeable in PVC card printing, ID creation, printing software and all related issues.
- Learn and become knowledgeable in safety and security as it relates to people identification.
- Properly de-escalating uncomfortable customer situations; referring problem situations to manager when appropriate
- Obtain specific information and keep records of all customer communications in the database.
- Develop a full understanding of how ID Maker interacts with all supported printers, operating systems, networks, databases, etc.
- Establish and maintain effective working relationships with team members and those contacted within the course of the work day.
- Actively support a positive representation of IDville, and our parent company Baudville, in all communications.
- Instill confidence with every client that IDville is the expert in the industry.
- Support company and departmental goals.
- Understand and carry out oral and written instructions as well as any other duties as assigned by Manager.

REQUIREMENTS:

- High School Diploma. Some advanced education preferred.

- 1-2 years of prior sales experience. Experience in the sales of a technology based product line; inbound and outbound phone sales experience preferred. Knowledge of basic customer relations.
- Self-motivated
- Excellent verbal and written communication skills. Ability to communicate clearly and concisely; graciously deal with customer interactions

At Baudville Inc., also known as **The Office of Positive Mojo**, we offer a challenging but rewarding work environment where employees respect and recognize each other. We are dedicated to workforce diversity and a drug- and smoke-free workplace. Baudville is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, race, religion, color, national origin, marital status, genetic information, height, weight, sexual orientation, gender identity, protected veteran, individual with a disability or any other protected characteristic. Drug screening and background check are required.