



Internal Sales Representative

This position is responsible for selling MBDⁱ training services to individuals and small to mid market organizations over the telephone by creating opportunities through outbound demand generation. Creates leads as needed to facilitate the closing of business and maintains close communication with the sales channel and client for full lead life cycle.

Essential Functions:

1. Proactively acquire new public business through marketing-generated leads, cold calling into targeted lists, calling into past participants and responding to other inquiries on our products and services. This includes engaging dormant accounts in the small to mid market segmentation.
2. Gather intelligence regarding prospects, decision makers and their needs.
3. Develop trust with a prospect/client by fulfilling commitments and handling issues in order to gain customer satisfaction.
4. Respond to all inbound inquiries and identify and develop leads for the channel for companies out of the small to mid market segmentation.
5. Assimilate product and market knowledge, effectively communicating the benefits and features of MBDi product offering to prospects and determine the appropriate delivery options.
6. Deliver presentations to clients and potential clients over the telephone. Maintain an updated funnel and provide a three-month rolling forecast to sales management on a monthly basis.
7. Provide weekly reports on call volume, new opportunities and revenue booked.
8. Utilize the CRM system to update all client information
9. Gain knowledge of sales training and consulting business through annual reports, vertical markets, competitor offerings, and business journals in order to develop a detailed understanding of sales effectiveness issues in businesses

Education & Experience Required:

Bachelor's degree in Business Administration/Marketing or related business field. Minimum 3 years related work experience in sales, or equivalent combination of education and experience.

Skills Required:

- Superior written and verbal communications skills with the ability to foster and promote open exchange of ideas and knowledge.
- Ability to effectively present information one-on-one, in small group situations, with clients or potential clients, and with other employees.
- Must effectively allocate and prioritize time according to business opportunities.
- Persuasion and influencing skills and the ability to encourage a decision to purchase.
- Ability to develop a comprehensive knowledge of products and potential applications.
- Ability to deal with problems involving varying situations.
- Knowledge of Contact Management systems; order processing systems, spreadsheet software, and Word Processing software.
- Commitment to external and internal customer satisfaction.
- Self-motivated, high activity orientated
- Follow structured processes
- Knowledge of complex and high value sales
- Expertise in selling services, i.e. training and consultation

How to submit your resume:

For consideration, please reference the complete job title you are interested in and e-mail (Word or ASCII only please) your resume and cover letter with salary history requirements to: careers@mbdi.com