



## Inside Sales Representative

Heartland Business Systems is looking to fill an Inside Sales Representative. This person will be responsible for various sales and customer service responsibilities. These may include but are not limited to:

### Sales Duties:

- Quote creation and order processing
- Distribute appropriate order copies as needed
- Complete product research as needed
- Procure new business within existing customer base and advise sales representative of potential new customers
- Improve customer knowledge of new technology
- Collect necessary paperwork from customers, which could include credit applications, signed standards terms and conditions, labor blocks, etc.
- Send a Welcome letter/packet to new Heartland customers
- Marketing functions as required.
- Cover for other inside representatives as needed

### Customer Service Duties:

- Be the liaison between the customer and service for new ordered product and for all other service requests that originate in sales
- Assist with problem resolution as requested by the customer
- Be the liaison between accounting and the appropriate sales representative for problems regarding collection issues, order questions, service block follow-up, missing signatures, the distributed "problem list", and any other problem situation
- Should the inside representative be unable to solve the problem then the situation will be escalated to the appropriate sales representative for resolution

Candidate must possess excellent verbal and written communication skills, have great attention to detail and accuracy, be highly organized, respect deadlines, and be able to work in a fast paced environment.

Please forward a cover letter, resume and salary requirement to:

Heartland Business Systems  
Attn: HR-ISR

1700 Stephen Street  
Little Chute, WI 54140-0347  
Fax (920) 788-7739  
[rreed@hbs.net](mailto:rreed@hbs.net)