

Inside Sales Specialist Position Available

Move the World with DACHSER!

Join the excitement of a dynamic company that leads the logistics industry with a worldwide range of logistics services. For over 88 years, DACHSER has provided intelligent logistics services and now employs 29,000 people worldwide in 396 locations globally.

DACHSER USA is currently seeking a motivated Inside Sales Specialist to join its Northeast Regional team. The position can be located in Baltimore, New York or Boston branches. This position is responsible for generating new business by following up on inbound marketing leads & qualifying their needs, selling appropriate products & services and developing strong customer satisfaction via phone (inside sales) and web contact. This position will also support outside sales by scheduling appointments, compiling customer quotes and RFQ's.

Responsibilities of the position include:

- Generates sales leads (prospecting) and qualifies inbound leads. This includes monitoring and tracking leads.
- Prepares SOP's with the approval of the outside sales executive, while also following instructions from the sales person.
- Uses OTHELLO (proprietary operating system) for rate function, entering sell rates in the auto rate function & client code.
- Maintains and sets up accounts in OTHELLO and CRM tool.
- Assists outside sales executive and operations where needed in sending timely quotes to existing and potential customers.
- Generates monthly sales reports for the outside sales exec as needed/requested.
- Communicates regular client updates and announcements.
- Follows up with sales staff regarding the use of Import Genius.
- Assists with A/R issues for outside sales executive accounts.
- Arranges and plans for customer visitors.
- Provides customer service support as needed to specific DACHSER accounts.
- Works closely with the outside sales executive and Marketing Staff.
- Maintains full knowledge of the internal tools via the DACHSER intranet.
- Follows up on assigned accounts.

Requirements of the position include:

- Bachelor's degree preferred or equivalent related work experience.
- 2-3 years of inside sales experience. Experience in freight forwarding preferred.
- Ability to provide excellent customer service. Position interacts with customers by phone and email frequently.
- Excellent communication skills, including demonstrated language proficiency (oral, comprehension and written).
- Professional demeanor and strong listening and presentation skills.
- Ability to build strong rapport, establish trust and credibility through a consultative approach while balancing assertive sales follow-up, without being overly aggressive
- Ability to work independently and as part of a team.
- Stellar organizational skills and the ability to meet deadlines.
- Proficiency in Windows programs, specifically Word, Excel and PowerPoint.

DACHSER USA offers a generous compensation package, which includes a competitive salary and comprehensive benefits.

To apply, please forward your resume, cover letter and salary request to:
Hiring Manager at hrresumes.USA-ASL@dachser.com. Local applicants only, please.

To learn more about us, please visit us online at www.dachser.us. DACHSER USA is an Equal Opportunity Employer and a drug-free workplace.