Position: Inside Sales Administrator
Department: Sales
Reports To: Inside Sales Manager
Job Location: Sandy, Utah

Summary

Opengear, a Digi Company, is a rapidly growing, global supplier of sophisticated data center, network and remote site management products. Our customers include large technology and Fortune 100 companies. We are the leading supplier of out-of-band solutions for IT infrastructure management and are actively exploring new solutions for hyper scale data center deployment and management.

The Inside Sales Administrator will support the sales effort by handling inquiries, processing orders as well as providing administrative assistance and support to the inside sales team. The Sales Administrator will work directly with the Inside Sales Team, Regional Sales Managers and VP Sales.

Primary Responsibilities

- Processes a high volume of customer transactions including Ingram, Synnex, OEM and Direct sales
- Receives and handles the inbound sales calls and routes them to the appropriate person
- Promptly deals with and responds to high volumes of emails.
- Sends shipping and order tracking emails to our customers
- Works closely with partners and distributors to set up deal registration pricing (ACOP and SPA)
- Responds to stock requests from distribution and partners
- Processes RTI (return to inventory) requests
- Monitors and responds to online website chats
- Salesforce.com account maintenance (cleaning orgs, contacts, unresolved emails, etc.)
- Delivers Lighthouse Activation Keys

Requirements/Qualifications

- High school diploma or GED
- Minimum three years of related experience as an admin or salesperson
- Proven record of providing outstanding customer service and relationship building
- Strong communication skills, both verbal and written
- Strong organizational skills and ability to manage multiple projects at the same time
- Ability to prioritize workload in a rapidly changing environment
- Must be proficient in MS Office: Excel, Outlook, Word, and PowerPoint
- Must be willing and able to learn various computer software as needed
- Salesforce.com experience a plus
- CRM software experience a plus
- High level of work ethic, creativity, enthusiasm, and energy
- Attention to detail and passionate about meeting customer requirements
- Team Player

Opengear will provide the successful candidate with a competitive salary and benefits package.