

Full-Time | Charlotte, NC | Denver, CO

Inside Sales Representative

Zingerle Group (ZG) is growing and looking for Inside Sales Representatives who would be excited to join our North American division. Current opportunities are based out of Charlotte, North Carolina and Denver, Colorado with positions varying between in-office and hybrid schedules.

The Inside Sales Representative plays a pivotal role in our sales organization, tasked with responsibilities to support inbound lead engagement and discovery, as well as small to mid-size business (SMB) customer development and management. The ideal candidates may have experience through prior sales roles or similar skills such as customer service or retail management. This role will virtually engage with online customers, find optimal ZG product solutions, and develop long-term repeat business relationships.

These are full-time, primarily in-office positions in either Charlotte, North Carolina or Denver, Colorado. Zingerle Group allows for remote flexibility as needed.

Position Overview

- Inside Sales with SMB Customers
- Manage Inbound Leads and Opportunities
- Online Sales and Service Experience
- Product Selection and Technical Support
- Strengthen B2B Customer Relationships
- Excellent Sales Team Collaboration
- Self-Motivated and Goal Oriented
- Drive On-Target Revenue Results
- Product and Process Feedback
- Offseason Sales Prospect & Development
- Assigned State(s) for Sales Territory
- Reports to Division Sales Director

Experience & Skills

- Proven Sales and/or Service Skills
- Excellent Customer Response Time
- Comfort with Online Sales Procedures
- Maintain and Guide on Product Knowledge
- Ability to Develop and Grow Accounts
- Record of Exceeding Sales/Service KPIs
- Excellent Communication Skills
- Thriving in High-Growth Organization
- Proficient with CRM and MS Software
- Professional Verbal and Written Skills
- Well Organized and Detail-Oriented
- Bachelor's Degree or Equivalent Experience

» **Read full job description and requirements over the following pages.**

Zingerle Group is proud to be an equal-opportunity employer that welcomes applicants and employees of all genders, races, backgrounds, orientations, and nationalities.

/ About the Company

Zingerle Group is a global leader in the manufacturing of professional canopy tents, mobile structures, and folding furniture for clients throughout many different industries. With innovative construction, high-quality materials, a commitment to sustainability, and entirely in-house craftsmanship, we lead the premium equipment market in Europe and are positioning ourselves for the same in North America.

In 2017, we launched our US-based Sales and Distribution from Charlotte to serve our fastest-growing markets. Today, we manufacture and bring to market our three brands: [Mastertent®](#), [Ecotent®](#), and [RUKU1952®](#). As a team of down-to-earth, hardworking problem-solvers, our professionals are excited and driven by the potential of the North American market.

The quality and versatility of our product lines create a vast market potential that we are just beginning to tap. We are on a mission to ensure that every business knows about our professional-grade, easy-to-use products, building Zingerle Group into a powerhouse of brands across the largest outdoor market in the world.

Since our start in 1948, Zingerle Group has carried traditions of a hardworking, passionate, and fun atmosphere where we celebrate the products we make, the customers we serve, and our team members around us. Learn more about us and our brands [on our website](#).

/ Your Role

We are looking for Inside Sales Representatives that are talented and thoughtful with customer service as well as dynamic and engaging in sales skillsets. Inside Sales is responsible for initial engagement and discovery of inbound customers, where they will develop their assigned leads and propose product solutions that best serve customer needs.

The representative is responsible for learning all aspects of our products, confident in communicating their value, and comfortable handling the nuances of selling premium, professional-grade equipment. You will be expected to build value in every conversation, demonstrate a deep understanding of the product's features and benefits, and leverage this knowledge to close the sale.

An Inside Sales Representative develops client rapport with valuable product suggestions and timely service, and then maintains customer satisfaction with comprehensive order monitoring, ensuring that orders are fulfilled and delivered in a manner that meets and/or exceeds client expectations. As the point of contact, they also take the lead in nurturing and developing customer relationships to increase the lifetime value of each client to our company.

» **Job responsibilities and experience continued over the following pages.**

Your Role Cont.

This sales professional will be based out of either our Charlotte, North Carolina, Denver, Colorado with responsibilities including:

- Thrive as an Inside Sales Rep with the product lines of Mastertent®, Ecotent® & RUKU1952®
- Manage inbound lead qualification for an assigned territory and returning business
- Conduct lead discovery and provide product education to bring value to online customers
- Gain a comprehensive understanding of our products and service capabilities
- Understand the competitive landscape and how our products stand out in the market
- Clearly convey the product's value and professional quality, highlighting long-term benefits, and distinctive features
- Develop sales opportunities, propose quotes and negotiate final pricing and terms
- Manage accounts as the primary point of contact from new quotes to order delivery
- Assist customers to find resolution and satisfaction when faced with challenges
- Build long-lasting relationships with customers through exceptional service and support
- Provide ongoing support to customers post-purchase to ensure satisfaction and encourage repeat business
- Actively prospect for customers and drive outreach with marketing and sales tools
- Strive to become an expert with our Sales CRM to optimize daily activities and workflows
- Drive on-target revenue, conversion rates, and unit counts to achieve quarterly goals

In today's sales environment, this position requires proficiency with MS Office, CRM workflows, customer prospecting systems, social media tools, video conferencing, and other online know-how. Also, while day-to-day activities will be handled virtually, there will be opportunities for on-site meetings, field presentations, and special events that require professional representation of our company and products.

Lastly, a network or background in one of our client industries would be a major benefit: Marketing and brand engagement, event management, dining and hospitality, higher education, professional and collegiate athletics, construction and industrial use, city and community planning, first response, and state, federal, and military divisions.

Experience and Skills Desired

- 1-5 years customer service and/or inside sales experience desired
- Friendly and professional personality with team and customers
- Must be eager to learn and embrace new challenges in our growing company
- Well organized and detail-oriented to manage multiple agendas and deadlines
- Excellent interpersonal and communication skills
- Ability to quickly learn CRM system (MS Dynamics 365)
- Proficient with MS Office programs: Outlook, Word, Excel, and PowerPoint

/ Experience and Skills Desired (cont.)

- Highly professional verbal and written communication skills
- Bachelor's degree or equivalent experience required

/ Compensation and Benefits Offered

- Competitive base salary
- Sales performance bonuses and commissions
- Generous healthcare reimbursement allowance
- 401(k) retirement savings plan with company match
- Company-provided life insurance benefits
- 2-3 weeks PTO each year (combined sick and personal upon request)
- 2+ weeks EOY company closure (around year-end holidays and New Years)
- Major holidays off per company schedule
- Office operations are 8am to 5pm EST or 9am to 6pm MST, Monday through Friday
- Activities are predominantly within standard hours; however our professionals can at times be found putting in extra sessions to support customers, handle projects and work events.
- Most of the duties will be conducted via computer, phone, and other electronics from a designated Zingerle Group office with occasional travel required.
- Involvement in events and external meetings pop up periodically – travel can range from a few hours for local needs to overnight stays with extended activities, events, or training. Independent business travel will require a safe driving record and a reliable vehicle. All travel expenses will be covered by Zingerle Group following corporate policies.
- Product handling may be necessary for certain business functions and events; provided further training, both individually and with colleague assistance, being able to safely lift 30 – 40 lbs. and manage 100 – 150 lbs. by rolling hand truck is important.

If this Inside Sales Representative role sounds like you, please send your resume and a brief cover letter to careers.usa@zingerle.group.

We look forward to hearing from you!

All the best,

The Zingerle Group USA Careers Team

Find all our position openings on our [website](http://www.zingerle.group).