

Sales Associate

The Company

Retailer Web Services (RWS) is a rapidly growing, software company that helps small businesses succeed. We don't just say that, we mean it and we do it every day. There will be some long days and exciting challenges but fulfilling our mission to "serve independent retailers; helping them realize their dreams through the promise of technology" brings a sense of accomplishment knowing that you are impacting the success of many.

Our clientele is a mix of small appliance, furniture and mattress retailers. We build and maintain four products for our clients, RetailDeck®, WebFronts®, WebFronts® Review™ and AdRocket™. These services allow our independent retailer clients to compete in a huge way with big box retailers.

We expect you to bring hustle and passion to everything you do here. You will be held accountable to our 4 Core Values and will be expected to hold your teammates accountable as well. The values are what unify us and allow us to make the impact that we do. They are vital to our mission of becoming the undisputed champion of independent retailers digital marketing success.

The Role

Our **Sales Associates** are the seed base of what we do here at RWS. They engage with our existing clients as well as new sales prospects while on their daily crusade to book appointments for the existing RWS sales team. All of this is done to further the cause of driving more consumers to the retail customers we serve.

A day-in-the-life of an RWS **Sales Associates** includes multiple telephone interactions as they scour through the prospect lists with which we provide them. Eventually they will learn more about the individual and specific products we offer in order to assist the Sales Team explaining and setting up appointments with new RWS prospects.

The Requirements

- Sales experience preferred
- Experienced in using Salesforce or other CRM tools
- Excellent written and verbal communications skills
- Practical knowledge of web-based RWS solutions
- Understanding of website best practices
- Highly organized and able to multi-task
- Learns quickly in a fast-paced environment
- A passion helping customers succeed
- Prompt, driven and works well in a team environment
- Google AdWords Certification (preferred, but not required)

The Responsibilities

- Extensive work with prospect lists to purify potential sales leads
- Daily cold calling to new prospects
- Set appointments with qualified sales leads for RWS Sales Representatives
- Supports Sales Representatives in sales functions they deem necessary
- Maximize up-sale opportunities with existing clients and set appointments with those opportunities
- Demonstrates how to use the RWS suite of digital products through practical application
- Adjusts content of sales presentations based upon customer type and retail vertical
- Provides management daily activity and results reports; such as daily call reports and weekly work plans
- Assisting Sales Team with accurately populating and processing all necessary paperwork to complete the sale
- Monitors competition and gathers current marketplace information on pricing and products
- Resolves customer complaints by investigating problems, developing solutions, and making recommendations to management
- Maintains professional and technical knowledge by attending company provided training, reviewing professional publications, establishing personal networks and participating in professional societies

Salary and Benefits

- Annual salary based on experience
- Medical benefits offered with United Health Care, RWS contributes 80% towards employee's premium
- Dental and vision benefits are also offered. RWS contributes 100% of the employee's premium
- 100% employer paid Life and Short-Term Disability insurance with the option to purchase additional and dependent coverage
- Numerous other ancillary insurance programs offered
- Employee discount program

Work Conditions

- Our offices are in Scottsdale, AZ within walking distance to shopping and lunching
- We strive to make RWS a wonderful place to work by providing a fun and supportive work environment
- We know how to have a good time - company sponsored month end celebrations, catered weekly breakfasts, and a regular rotation of office perks
- Monthly All Company Meetings keep everyone informed of progress to goals and recent developments.
- Core working hours for this position: 8:00am to 5:00pm, on-site Monday through Friday
- 15% travel required

*This job description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary.