



## **Inside Sales Representative**

This role is located in Elkhart, IN

Want to be part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Enjoy traveling and meeting new people, want the ability to work independently with the opportunity to enhance your career and achieve real results?

*Then, Truma has a place for you!*

### **Who We Are:**

Truma is a leading international manufacturer of highly developed heating and water heater systems, as well as comfort accessories for travel trailers and motorhomes. Our global success and top market share come from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 70 years.

### **What We Offer:**

Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules

Challenging and progressive career development

Competitive salaries, travel mileage reimbursements, and excellent health benefits including Medical, Dental, Vision, Short-term Disability, Voluntary Life Insurance, and Basic Life Insurance (company paid)

Simple IRA with Company Match

Best practice PTO policies and paid holidays

Open communication, informal recognition, and team-building events

And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

### **What You'll Do:**

**As the Inside Sales Rep, you will drive internal sales, while providing ongoing customer and sales team support, to maintain and grow the business towards its financial goals.**

### **Your Accountabilities in the Role:**

1. Acts as an internal hub and key member of the sales team, supporting B2B customers including OEMs, dealers, distributors and as required end customer (B2C) to meet business goals.
2. Tracks potentials and manages them through the sales process; prepares quotes for B2B customers.
3. Works closely with Operations to ensure adequate product availability through ongoing sales funnel forecasting.
4. Works closely with Business Development to ensure necessary sales information, pricing, packaging and POS materials are available for product launch.



5. Supports in the development of sales forecast for 5-year planning, working with Technical Sales, Customer Care and Operations.
6. Researches, reviews and updates product materials, manuals, etc. on new or enhanced Truma products to ensure accurate information and data is provided to customers and internal team.
7. Provides ongoing customer and sales team support, via phone and in person, on product and technical attributes to help maintain and grow the business.
8. Updates and organizes the CRM system on call information, customer info, etc. to provide meaningful information that will help with business trends, prospecting customers and new OEM sales.
9. Distributes, replaces, and organizes new product data as needed throughout the organization to ensure all current information is being used.
10. Organizes online and hard copy catalogs for distribution centers, customers, etc. as needed to help in our overall sales growth.
11. Networks, engages, trains, and sells add-on products to our RV dealer industry through making calls, networking, and attending trade shows.
12. Supports the Customer Care process and warranty and service programs through our B2B processes ensuring a quality experience and “easy to do business with” culture.
13. Develops pricing models, sales campaigns, and price increases with the Head of Sales, ensuring overall company profitability.
14. Interfaces and supports other areas of the business as needed to ensure overall department success.

*The job criteria may include other duties, responsibilities and activities, which may change or be assigned at any time with or without notice.*

**Position Requirements:**

- A. **Education:** An Associate’s Degree in Business, Sales, or related field, or equivalent combination of education and experience required.
- B. **Experience:** 3+ years of progressive experience in an Inside Sales and/or Technical Service role required.
- C. **Functional Skills:** Assertive with a solid technical, analytical, and problem-resolution aptitude, tactful, with strong attention to detail and strong organizational skills; exceptional customer service, ability to enhance / add on sales through interactions; excellent listening and interpersonal skills.
- D. **Technology Aptitude/Skills:** Experienced with CRM tools, ability to learn proprietary software required; Proficiency in Microsoft Office products including Excel, Word, Outlook and PowerPoint required.
- E. **Language Skills:** Excellent verbal and written communication skills, professional presentation of products both in person and over the phone. Ability to train others on technical matters.
- F. **Leadership/Behaviors:** High relational, self-starter for time management, excellent with follow through and meeting deadlines. Excellent ability to network and build relationships. Must be motivated and able to work with minimal supervision.
- G. **Culture Match Behaviors:** Professional, presentable to meet with internal partners and customers. Collaborative with a positive attitude. Proven job reliability, diligence in finalizing tasks, and team oriented to support a small team.



Contact us today and learn more about the Truma Family and how we can enhance Your Career!

Email: [careers@trumacorp.com](mailto:careers@trumacorp.com)

We are an Equal Opportunity Employer