



## **Job Description: Inside Sales, Business Development**

3CLogic is a global provider of voice and SaaS solutions to enterprise and Global 2000 organizations worldwide. A strategic ServiceNow partner, the company is among the leaders digitally transforming customer and employee experiences, voice-enabled self-service, remote work, and the application of AI to drive better customer outcomes.

We are growing quickly and are looking for energetic candidates seeking to join a fast-paced company and market!. Is that you? If so, please send a copy of your resume and cover letter.

**Location:** proximity to Rockville, Maryland office with the ability to work remotely as the role or circumstances might require or allow.

### **Description:**

3CLogic is seeking experienced Sales Development Representatives. The ideal candidates will have a proven track record in generating leads, setting meetings and effectively communicating with clients. These individuals will support sales and marketing efforts, including a team of Account Executives, from initial lead sourcing to generating meetings.

### **Responsibilities:**

- Consult with potential customers via inbound and outbound phone calls, to determine which product solutions would meet the needs of each customer.
- Utilize sales skills to perform a needs analysis with every customer.
- Multitask in a fast-paced environment handling multiple mediums of communication simultaneously including phone, email, and chat.
- Become a product/service expert with the ability to relay such information to the customer.
- Be able to demonstrate the 3CLogic platform “on the fly”.
- Responsible for utilizing Salesforce Lightning to access, change, or input account information for new and existing customers.
- Work cross-functionally with all areas of the company such as Marketing, Operations, and Outside Sales.
- Utilize scheduling tools to efficiently delegate appointments to Outside Sales.
- Achieves monthly key performance metrics, call productivity standards, call quality performance, defined sales call flow structure, and adherence to provided schedule.
- Achieve or exceed monthly sales quotas.
- Return all voicemails, email, and other follow up required within the same business day.
- Performs other duties as requested.

### **Ideal Candidate Qualifications:**

- Bachelor’s degree or equivalent sales experience.
- Effective communication skills.
- Demonstrated ability to multi-task.
- Excellent interpersonal skills to work effectively with teams throughout organization.
- Demonstrated ability to seek out and seize opportunities and take initiative with little or no direction.
- Demonstrated ability to establish collaborative customer relationships in a fast-paced environment.



- Proficient in Microsoft Office suite of products.
- Basic familiarity with contact management systems/tools.
- Opportunity to move into the outside sales team upon proven ability and aptitude.