

ABOUT US:

Baudville, Inc, *The Place for Daily Recognition*, is a leading business-to-business, multi-brand product innovator, catalog marketer, and Internet retailer based in Grand Rapids, Michigan. We are expanding our inside sales team and have 4 immediate openings for Account Representatives to grow our business, education, government, and healthcare relationships.

Baudville, Inc. is made up of two brands, Baudville and IDville. Baudville is an industry leader in providing day-to-day recognition solutions and awards for schools and the workplace. IDville specializes in photo identification systems and accessories that promote the safety of employees, students, and staff. We have a very large base of existing customers and lots of sales opportunity.

ABOUT THE OPPORTUNITY:

As an Account Representative, you will contact our new and existing business customers to sell our products over the phone. You will close sales by placing outbound customer calls in concert with national advertising and marketing campaigns as well as responding to inbound follow-up calls.

In this role, you will also be responsible for staying up-to-date about our products, the “employee recognition” and “ID badge/security” industries, as well as the competitive posture that differentiates Baudville and IDville from other providers. Your goal is to establish relationships with the appropriate personnel (such as purchasing, human resources, and managers) to secure the next sale and consistently ask “Who else? What else? When else?” questions to find new buyers and/or expand our product categories to new and existing customer sites.

Competitive base pay plus commission plan.

Schedule, shift, and hours may vary but will equal 40 hours within the timeframe the call center is open: Monday through Friday, 8:00 AM to 5:30 PM, closed on weekends and holidays.

JOB DUTIES:

Job duties include, but are not limited to:

- Initiate outbound telephone sales calls to new and existing business contacts.
- Provide customer service and issue-resolution for existing customers as needed.
- Maintain the relationship and retain the revenue of assigned key accounts.
- Converse with customers, learn particular applications and recommend product solutions.

REQUIREMENTS:

- 1-2 years Inside Sales experience in a call center environment.
- Strong computer skills and proficiency in Microsoft Office Suite (Word, Excel, and PowerPoint)
- Ability to create sales quotes with excellent phone presentation skills
- Self starter, solution focused with the ability to handle multiple tasks
- Positive, constructive attitude and outlook
- Excellent communication skills (Oral / Written)
- High school diploma required, associates degree or higher preferred

At Baudville Inc, also known as *The Office of Positive Mojo*, we offer a challenging but rewarding work environment where employees respect and recognize each other. We are an equal opportunity employer dedicated to workforce diversity and a drug- and smoke-free workplace. Drug screening and background check are required.