

Trizma smart sourcing is a leading Serbian BPTO company. **Trizma's** mission is to work closely in partnership with its clients in order to *discover, develop and deliver services to the end clients with the "soul service" way based on Trust and Dedication.*

In 11 years of existence **Trizma** provides innovative solutions based on Lean process optimization and applying leading technologies and know how. These include Cross Industry Solutions, Industry Specific Solutions and Tailor Made Solutions from the identification of customer need, government and management consulting, design of the solution, planning and implementation and management of operation.

Starting cooperation with a globally recognized multinational company, **Trizma** is looking to hire high language skilled candidates to provide quality support to different global markets, on the following position:

INSIDE SALES CONSULTANT

Position in Belgrade

Inside Sales Consultant will provide the highest level of sales service to medium, or large, strategic accounts. The Inside Sales Consultant will be accountable for generating new business solutions and handling account management with current customers in an assigned customer base. This position requires strong sales hunter skills as well as strong relationship management, sales support, and account maintenance/management skills.

Key responsibilities and duties:

- Obtains customer or industry information that assists in responding to customer's needs and requirements.
- Understand the formal and informal decision making process within each of the accounts.
- Recognize the customer's key challenges in their business operations and identify Consumable's products and solutions to the customer's area of need. Also identify possible opportunities for other business unit or division solution offerings.
- Develops meaningful business relationships based on mutual value and trust with individuals at various levels
- Ensures that Salesforce.com reflect the appropriate sales related activities.
- Tracks the sales process through monthly forecast submissions for assigned accounts.
- Designs a plan to effectively manage his/her assignment in order to maximize incoming revenue and profits, and to meet the annual quota objectives.
- Responds to customer needs as problems or issues related to product quality, delivery or inventory levels arise, but also looks for opportunities in which he/she can provide added value beyond the scope of the product in assigned accounts.
- Coordinate customer and stock orders, maintain inventory levels at customer sites, and work directly with Manufacturing and Pricing to resolve day-to-day operations involving buy-out programs, product quality or pricing discrepancies.
- Gives and receives feedback to and from the customer, and managers, colleagues and sales support groups in a continuous effort to meet the customer's business needs.
- Uses effective questioning techniques to probe for information, understanding and agreement.
- Effectively responds to customer inquiries, problems and/or other customer communication in a timely respectful and tactful approach.
- Actively seeks out new opportunities to self-improve through continuous education regarding new ideas, products, industry market trends, customers and competition.
- Utilizes all methods of education including reading the business section of newspapers, studying customer public literature, asking for feedback from Managers and researching the competition's literature and web sites.

Candidate profile and qualifications:

- Fluent **English**
- Language Preferred: **French** and/or **German**
- Associate Degree Required, Bachelor Degree Preferred
- 1-5 years of sales or account management experience, preferably Inside Sales/Phone Based
- Proficiency in Salesforce.com or similar solutions
- Proficiency in **Microsoft Office Suite**

Trizma is offering:

- Long term employment opportunity for best performing candidates
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

If you are confident that you are the right candidate for this challenging position, please send your CV in **English** on hr@trizma.com