

Customer Sales and Support Representative

JOB TITLE: New Customer Sales Representative
DEPARTMENT: New Customer Sales
REPORTS TO: VP Marketing
DATE PREPARED: August 2019
SALARY: TBD
LOCATION: Itasca IL

PURPOSE:

Direct selling commercial and residential security and hurricane product lines and installation to new customer contacts through direct phone and email contact. Manage inquiry-lead follow-up, quoting and customer order conversion. Maintain customer engagement throughout sales cycle through active response and follow-up in this high-energy, front-line role.

ESSENTIAL JOB RESPONSIBILITIES:

Follow-up existing new customer leads, understanding their needs, and tailoring a solution that will meet them

- Leverage company photo and specification library to clarify options with customers
- Work cross-functionally with engineering and operations to customize solutions (as needed)
- Develop written proposals for new residential and commercial opportunities, providing pricing using proprietary quoting system, Excel, and price grids
- Engage with QMI dealers or installation partners to obtain measurement and installation details to incorporate into proposals
- Manage lead conversion data, ensuring key customer information is maintained in CRM system
- Act as a primary point of contact for customers throughout their experience with QMI; bring energy and consistent follow-up on all questions/issues and ensure follow-through

QUALIFICATIONS:

- Ability to identify customers' needs and work with other team members to provide product customized solutions
- Excellent customer service skills
- Excellent prioritization, time- management, and self-motivation skills
- Excellent written and verbal communication skills

EDUCATION AND EXPERIENCE:

- Two-years' experience selling specialty building products or engineered products to commercial and/or residential customers
- Associates degree or 2 yrs. total related work experience
- Ability to understand blueprints
- Experience with rolling shutters, window treatments, door systems, or windows is a plus

COMPUTER SKILLS:

- Proficiency with applicable software such as MSOffice
- Capable of utilizing company quoting software and CRM programs

COMPANY:

QMI is the leading manufacturer of commercial security shutters and storm protection products in North America. QMI leads the industry in customer satisfaction, product patents, delivery lead time, product quality, and in-field performance.

QMI has over 30 years of experience providing security for over 30,000 retail locations across formats, including electronics and cellular chains, national and regional pharmacies, and high-value retailers in optical, jewelry, liquor, and other categories.

Headquartered in Itasca, IL, our innovative products are assembled and verified prior to shipment to ensure a simple, rapid installation experience. We serve commercial and residential customers directly and through a network of certified dealers throughout North America, the Caribbean, and Hawaii. We work with licensee partners in the UK, Germany, France, Netherlands, and Spain.

Leveraging recent investments from Prospect Partners, QMI is focused on growing the business into the premier physical security products manufacturer in the industry.

www.qmiusa.com