FIRETECH
BY HIVIZ LED LIGHTING

Inside Sales Representative

Each day, the team members of HiViz Lighting wake up with a mission; to help first responders work more safely and effectively after dark so that they may *save lives.* The reality of life is that tragedies happen to people like you and me every single day. You can't predict them and you can't plan for them. What First Responders can do is train and have the right equipment for when those calls come in. That equipment has to be the best of the best and it has to work 100% of the time. That's where we come in. At HiViz, we develop the most innovative, most reliable, leading edge lighting technologies on the market.

In conjunction with a passion for our mission and incredible tech, we're also zealous about our people, team, and culture. As a member of the HiViz Team, you can expect to come to work each day with leadership who are here to encourage, support, push, and celebrate you. You can expect your colleagues/friends to be kind, positive, and motivated. You can expect to work hard, but you can also expect to have fun while you're at it. You can expect to make a real-world difference and see the impact of that difference every single day.

If all of the above sounds energizing to you, keep reading! As you read the outline of the position, we also ask you to ask yourself, "Do I like working with people? Am I natural at forming relationships with people?" If you answer "yes" to each of those, and you meet the below criteria, we can't wait to hear from you!

Alright potential inside sales representative– fire products, let's get into it!

Position Summary

The Inside Sales/Customer Service Representative – Fire Products (IS/CSR – Fire Products) is responsible for trade show cultivating new leads for HiViz's fire products portfolio and ensuring a high level of customer satisfaction. The IS/CSR's primary job duties are to identify and qualify sales leads, educate customers about the FireTech product portfolio, trade show coordination and provide basic product troubleshooting, and process new orders/returns.

What does winning look like?

- Providing primary support to the Vice President of Sales
- Working with VP of sales and sales team to capture follow up notes, and ensure follow ups and action items are executed

- Researching and identifying target accounts
- Making outbound calls and/or sending emails to potential customers
- Establishing and fostering relationships with existing and potential customers
- Qualifying new sales leads for the field sales team and planning routes for outside sales team
- Following up with customers proactively to gauge their satisfaction
- Troubleshooting non-complex product issues
- Entering new orders into the ERP system
- Attending trade shows and special events to cultivate new business and/or strengthen the company's brand awareness
- Coordinating wit fire market dealers on trainings, trade-shows, speaking engagements and opportunities
- Calling/emailing/writing to end-user fire departments to set up classes and in-person demos for sales team
- Serving as an ambassador for HiViz Lighting, INC in all professional and personal interactions

Skills/Requirements

- Proficient using both PC and Mac OS operating systems
- Super organized, efficient and proficient
- Proficient in Microsoft Excel
- Proficient at spelling, grammar, and presentation of text
- Extremely detail oriented (almost obsessively)
- Proficient in Microsoft Office Suite and MAC equivalents
- Word
- PowerPoint

Key character traits to be successful in this position

- Positive attitude
- Kind
- Team focused mentality vs individual focused mentality
- Capacity to juggle many details and enjoy multitasking

- More extroverted than introverted
- Galvanizing
- Enthusiastic
- Driven

We love our people and care about our culture. We want you to feel the love which is why we offer the following benefits:

- Health insurance (available immediately)
- Life and disability insurance
- 401(k) (with match up to 3% after 1 year of employment)
- PTO, Vacation and Floating Holidays
- Team lunches provided at least once a week
- Professional development and continuing education
- Positive, fun, healthy work culture