

## **Inside Sales Representative North America**

### **Our company**

**ACCUCOMS** is the leading provider of sales and marketing services to academic and professional publishers worldwide. We have extensive expertise in global representation, tele-sales and business intelligence services to clients ranging from large publishing houses to specialist society publishers. We are a global company with teams operating in The Netherlands, North America, Latin America, Europe, Middle East and North Africa, Turkey, India, Taiwan, South East Asia and South Korea. ACCUCOMS works on behalf of highly reputable publishers to help boost their sales, expand their readership, and increase customer retention worldwide.

### **Your contribution**

As part of the inside sales team, you will be responsible for sales, support, product training and customer service activities in the US and Canada. You will identify new business opportunities within the region, as well as managing, retaining, renewing and growing a portfolio of existing customers.

This position will be based in the US, work from your home office. You will be available for occasional travel if/when needed. You will report to the manager of the inside sales team.

### **Responsibilities**

- Conduct renewal campaigns, cold calling, leads generation and develop prospect lists
- Assist in building new business, maintain existing and extend customer service activities
- Raise awareness of the products through trials and online demos
- Conduct and assist library/publisher training sessions
- Attend local conferences and events as needed
- Embrace positive attitude and high level of teamwork and coordination
- Combine professional and communicative skills to retrieve optimal feedback from customers during telephone conversations and on-site visits
- Show a customer service approach combined with commercial skills
- Take on additional duties and responsibilities as and when needed

## Qualifications

The ideal candidate will be an undergraduate or graduate of Business Administration, Finance, Economics, Marketing, Communications, Library Science or similar. Alternatively, you have a minimum of 1-2 years of experience in sales, customer service, account management or related roles.

We expect you to be hands-on, flexible, ambitious, positive and to work very well within a team of energetic peers and colleagues.

- Proven sales/customer service and/or account management track record of 1-2 years
- Commercial awareness
- Multi-cultural awareness
- Strong communication (verbal and written) skills
- Team player
- The right attitude is a must: hands-on, flexible and organized
- Experience in the library/publishing industry is preferred

This is a position for an enthusiastic sales and customer service person who wants to help us grow successful business relationships in the US and Canada for our publisher clients.

## What to expect

Work will be executed from your own home. You will be in touch with your team and all your colleagues around the world through online video conferencing tools and email. You will work in an informal, truly international organization. If successful, you will receive excellent opportunities to grow your career/experience within this innovative work environment.

ACCUCOMS offers opportunities for people who enjoy pioneer spirit, trendsetting activity, equality and a meaningful work-life. ACCUCOMS is not the right company for people looking for big comfortable management chairs. Here we are all equal, work hard together and write our own story.

## Making the move

To apply, contact Kimberly Blizzard at [Kimberly@accucoms.com](mailto:Kimberly@accucoms.com)  
Please send your resume and letter outlining why you are right for this position.