

Wireless Equipment and Network – Inside Customer Service Representative

Location: Salinas/Watsonville/Monterey/Watsonville/Gilroy, CA; Portland, OR/Vancouver, WA; Seattle, WA; Willamette Valley/Salem/Albany/Eugene/Corvallis, OR; Southern Oregon/Northern Cal (Roseburg, Grants Pass, Medford, Redding); Sacramento Area, CA

Position Description: Silke Communications seeks a qualified and experienced Inside Sales Representative who has a record of providing outstanding customer service, has a basic understanding of communications systems or the ability to learn quickly, enjoys the sales field and is ready to be on the phone or computer all day. This position will:

- Generate outbound sales calls to prospective customers
- Identify and resolve problems in a timely manner
- Answer any inbound Sales call and assist customers with their needs
- Manage orders with correct pricing and product availability
- Initiate sales and provide customers with quotes, offers new customers credit terms, and is the liaison between customers and company credit departments and sales teams.
- Other duties as assigned.

The ideal candidate will have:

- Business-to-business sales experience.
- 1-2 years inside sales, customer service, telemarketing, or phone support experience.
- Experience using Outlook, Excel, data base software.
- Experience selling product or service over the phone.
- Past experience in selling technical products is preferred.

Compensation: Base compensation start at \$30,000 annually (depending on experience), plus commission, bonuses, and expense reimbursement. Silke Communications' team members receive excellent benefits including:

- Medical (employer paid for employee)
- Dental
- Vision
- Company-paid life insurance for employee
- Health Savings Account (HAS)
- ESOP or IRA with company match
- Paid time off (PTO)
- Paid holidays

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-1.4(a), 60-300.5(a) and 60-741.5(a). Silke Communications is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical

history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Silke will not tolerate discrimination or harassment based on any of these characteristics. Silke encourages applicants of all ages.