



Rapid Packaging – Inside Sales Representative

Job Title: Inside Sales Representative
Department: Sales
Location: Champlin, MN 55316
Position Type: Full-time; Monday through Friday 8am – 5pm; Onsite/hybrid

Rapid Packaging has an exciting new opportunity for an Inside Sales Representative to join our team. The Inside Sales Representative will be responsible for selling Rapid products via outbound calling and email marketing. The Inside Sales Representative serves as a key interface and essential resource to our customers. The incumbent also provides support to the sales and marketing team by resolving customer inquiries and problems, processing customer requests for products, preparing price quotes and proactively generating additional sales.

Are you ready to make an immediate impact? Rapid Packaging is a small company with big opportunity and a family culture. We have been a leader in the packaging industry for over 40 years!

As an employee of Rapid Packaging, you will become part of an energetic culture and team environment that truly recognizes its employees' hard work. We offer base and incentive pay, an excellent PTO and benefits package, as well as an Employer 401k match.

This is a great opportunity to learn our business in a sales diverse and supportive team environment. If this is a challenge you are ready to take on, please consider joining Rapid Packaging and see why we've been recognized as a 100 Best Companies to Work for three years in a row and most recently as a Top 200 Workplace.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Grows existing customer base through sales outbound calling and email marketing efforts.
- Partners with the marketing and sales leadership team to meet and exceed customer service expectations.
- Works to turn incoming calls and chat bot inquiries into sales by vetting the leads and sending large opportunities to outside sales team.
- Provides timely and accurate information to customers regarding unit prices, inventory levels, availability, freight/shipping costs and delivery time.

- This role is the first point of contact for many customers and prospects, so strong communication skills are essential.
- Ability and interest in learning about Rapid and Industrial Bag product lines. Employee will make recommendations to the customers or prospects that contact us via phone, email or chat bot.
- Helps create the customer experience by building and maintaining friendly and professional customer relationships.
- Investigates and resolves routine requests and customer complaints such as product quality and missing or delayed shipments.
- Processes and creates customer orders and enters data accurately into the database to determine total cost for the customer.
- Identifies, suggests and closes additional purchases of products and services to customers.

REQUIREMENTS:

- High school diploma or general education degree (GED); post-secondary education ideal
- Minimum of 2 years of Inside Sales experience required
- Previous experience in distribution or packaging industry helpful
- Excellent interpersonal communication skills in oral and written format
- Ability to work in a team environment; can manage change and multiple priorities
- Ability to communicate directly to customers via phone and email
- Results driven, detail oriented with a strong sense of urgency
- Demonstrated proficiency with Microsoft Office software, and CRM database applications.
- Exposure to computer software such as accounting, purchasing, or other ERP systems preferred

APPLICATION INSTRUCTIONS

Please submit resume and salary requirements to laura.heinen@rapidpackaging.com

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability, or any other federal, state, or local protected class.