



At IND HEMP, we pride ourselves on our core mission: providing innovative agricultural products and services to connect American farmers with the pioneers and businesses that see hemp to bring real and lasting change to our communities and planet.

Job Title: Inside Sales Manager

Location: Fort Benton or Bozeman, MT

Position Description: The Inside Sales manager will report to and support the Sales Director. This role will partner with the Sales Director and other members of the Sales and broker teams to achieve sales targets and develop an effective step-by-step process. To nurture leads and close sales while maintaining a positive customer and team experience.

Duties and Responsibilities:

- Educating internal and external sales teams on effectively answering common customer questions.
- Create and maintain an accurate record of all potential customers (leads and prospects), sales process, and customer purchase orders
- Utilize and maintain databases for sales process, execution, and communication.
- Point of contact for all outbound logistics from quote to customer delivery.
- Coordinating with Supply Chain team for inventory accessibility for quotes and sales orders and outbound shipments.
- Collaborate with Marketing to ensure sales materials are up to date and accessible in Sharepoint.
- Partner with Sales Director and team to preparing accurate sales forecasts to assist the company in making sound business decisions.
- Evaluating current sales practices and procedures to determine effectiveness for new opportunities.
- Point of contact for customer complaint resolution process.
- Manage FBA and FBM process and generate weekly reports for broker interaction and direction
- Communicate customers' needs and identifying sales opportunities
- Point person for customer questions, additional product information and generating inside sales orders to provide the appropriate solutions
- Knowledgeable of our products, ingredients and materials
- Prepare and process all sample requests, shipping, provide tracking information and confirmation of shipment to intended recipient and sales contact (internal and external)
- Provide support in scheduling customer visits
- Attend trade shows and conferences as required
- Prepare accurate and timely sales information and reports for Sales Director
- Stay current and up to date on customer market trends, and new product(s).
- Utilize corporate resources as required to nurture new accounts and retain existing accounts.
- Maintains complete knowledge of and complies with company and department policies, procedures, and standards.
- Maintains and understands client and company record keeping confidentiality (NDA) and documents
- Maintain a positive working relationship with customers and all IND HEMP team members (internal and external)

Required Skills/Abilities:

- Exceptional customer service skills
- Excellent listening and communication skills, both verbal and written
- Strong analytical and problem-solving skills
- Good organizational skills and the ability to prioritize and complete tasks
- Proficiency in CRM software (NetSuite), Smartsheet and Microsoft Office applications

Education and Experience:

- Bachelor's degree in business or related field preferred.
- 2+ years of experience in an inside sale and or customer service role required.

IND HEMP, LLC, a Delaware public benefit company, is an EOE for minorities, females, protected veterans, and individuals with disabilities. This position offers a complete benefit package, including 401k, health, dental and vision insurance. IND HEMP requires successful completion of a pre-employment drug screen and background check.