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## **Sales Support Representative**

Heartland Video Systems, Inc. is a Systems Integrator serving primarily Broadcast Television stations throughout the United States. We are a sales distribution company with an engineering team that makes us unique in our industry. We provide equipment sales and turnkey integration for broadcast television stations and professional television production facilities combining conversion, transmission, compression, monitoring, automation, storage, and routing components. Of utmost importance is a working culture built on our core values that are unwavering:

- **Customer-Focused:** Within the partnerships we have developed with our customers and vendors, our customer-focus on Service, Support, and Satisfaction is of the highest priority.
- **Dedicated and Caring:** All employees shall be dedicated to and caring of our customers and each other. With this internal commitment to support, empathy and kindness, we can reach our full potential of dedication and care for our customers.
- **Honest and Ethical:** We always strive to provide the best and most comprehensive solution dependent upon on customer needs and wants, not based on our bottom line. This is how we emerge as, and remain, a trusted partner.

A Sales Support Representative works with Order Entry, Regional Sales Managers, the Sales Support Manager, and the rest of the Sales Support team to provide quotes, customer service, support, research, and phone/email assistance to our customers and manufacturers/vendors. Understanding of computer and or video hardware sales would be a plus. Position hours will fall somewhere between: 7:30 AM-5:00 PM CST. This is a full-time position in Plymouth, WI. Possibility for future growth into a Regional Sales Manager position.

## **Principal Duties and Responsibilities**

- Perform instructed research projects.
- Update customer/manufacturer database.
- Answer emails and phone calls appropriately.
- Assist customers in a timely manner.
- Work with the other Sales Support Representatives or Regional Sales Managers to assist with outstanding or on-going projects.
- Complete sales level drawings.
- Provide quotes to customers and information to manufacturers.
- Enter product information and pricing into Excel spreadsheets.
- Provide details for order turn-in.

## **Desirable Candidate Qualifications**

- Experience in the broadcast television industry.
- Understanding of computer and or video hardware.
- Prior customer service or help desk experience.
- Prior sales, ordering and/or purchasing experience.
- Excellent written, oral and interpersonal communication skills.
- Ambition for excellence and pride in customer service.

## **Key Skills and Competencies**

- Demonstrated ability to handle multiple tasks and work under pressure to meet deadlines is required.
- Strong typing skills.
- Familiar with or proficient in Microsoft Word, Excel, Outlook.
- Ability to work independently, prioritize work, and manage time efficiently.
- Detail oriented.
- Professional demeanor and appearance.
- Ability to communicate effectively with vendors, customers, and other employees of the company.
- Motivation to meet individual and company goals.
- Self-starter

***We are looking to hire people with a great attitude and the right personality to be successful. Fitting into our culture here is of primary importance to the person we want on our team.***

Outstanding customer service is our primary focus. We are looking for a person that will fit seamlessly with our team and can fulfill the requirements set forth above

Heartland Video Systems offers a full-time employee benefits package that includes Group Health Insurance, Group Disability and Life Insurance, 401(K) Plan with matching funds, paid holidays, vacation, and personal time, continuing education and advancement opportunities within the company.

If you are this person, we'd love to hear from you by contacting:

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