



Inside Sales Representative

At STAR, we specialize in the custom design and manufacturing of physical experiences. Our clients' needs range from exhibits, retail and corporate environments, and branded events. Wherever a brand lives, STAR is there to make it shine.

At this time, STAR has an open position for an Inside Sales Representative (*full-time, exempt*). This role is critical in responding to inbound client inquiries via phone and email to ensure prompt replies and customer satisfaction.

The responsibilities of this position include, but are not limited to:

- Facilitate customer leads through the sales process by providing customer service, basic technical information and converting the inquiry to a sale
- Answer and return messages on the 1-800 number and via email
- Understand product and execution needs and provide customer support
- Confirm orders with customers, including the upselling of relevant options
- Collaborate with internal teams to develop and document process
- Partner with Client Services team to ensure accurate order processing

The ideal candidate for this job will possess a collaborative spirit, a commitment to exceeding client expectations, fanatical attention to detail, and an exceptional ability to manage assigned tasks and timelines.

Qualifications:

- 2+ years of inside sales experience or experience managing clients to meet volume commitments is preferred
- Experience using customer relationship management tools (CRM) such as HubSpot or Salesforce
- Proficient in all Microsoft applications
- Demonstrated success managing details in fast-paced positions
- Must be available to work 8am – 5pm, Monday - Friday
- Willingness and ability to work beyond 40 hours/week during peak periods to ensure client needs are met

STAR offers a competitive salary and full benefits in an engaging and collaborative work environment. Qualified candidates committed to making a strong impact in a thriving organization are encouraged to submit a resume and salary history via email to hr@engagestar.com or by mail to STAR, Attn: Human Resources, 6688 93rd Avenue North, Minneapolis, MN 55445. STAR is an equal opportunity employer.