



Inside Sales and Customer Service Manager

Job Summary:

The Inside Sales and Customer Service Manager will be responsible for managing the inside sales team, driving sales performance, and ensuring that sales targets are met. This role involves overseeing day-to-day sales operations, handling large and small customers, and implementing strategies to maximize revenue. The ideal candidate is a motivated leader with a strong background in sales, excellent communication skills, and a passion for driving business growth.

Key Responsibilities:

- Lead and Manage the Inside Sales Team. Provide coaching, and support to help achieve individual and team sales targets.
- Drive Sales Performance: Support the execution of sales strategies and territory planning to achieve and exceed sales goals. Monitor sales metrics, analyze performance data, and make data-driven decisions to improve results.
- Optimize Sales Processes: Continuously evaluate and improve sales processes, tools, and systems to increase efficiency and effectiveness.
- Customer Relationship Management: Foster strong relationships with key customers and ensure high levels of customer satisfaction. Handle escalated customer issues and work to resolve them promptly.
- Collaborate with Other Departments: Work closely with Marketing, R&D and Production Support to align sales strategies with overall company goals and ensure seamless customer experiences.
- Creates reports detailing pipelines, forecasts, productivity, quota attainment, or other sales metrics to senior management (mainly with Excel and Salesforce)
- Understand variety of product lines and influence across the organization
- Responsible for day to day customer and order management

Qualifications/Requirements:

- Candidate lives in Denmark
- Bachelor's degree in Business, Marketing, or a related field.
- 3+ years of experience in inside sales, with at least 2 years in a sales management role within the Industrial/Medical or Defense market.
- Fluently in English and Danish is an advantage.



- Proven track record of meeting or exceeding sales targets and managing a smaller successful sales team.
- Ability to build collaborative relationships.
- Leadership and team-building skills.
- Excellent communication, negotiation, and interpersonal skills.
- Ability to analyze sales data and develop actionable strategies.
- Experience with SAP and Sales Force is an advantage.
- Highly organized with strong time management skills.

What We Offer:

- Competitive salary and performance-based bonuses.
- Comprehensive benefits package, including health insurance and retirement plans.
- Flexible holiday options
- Several social events throughout the year
- Opportunities for professional development and career advancement.
- A collaborative and supportive work environment.
- Flexible working arrangements.

Further Information

We offer a unique workplace with a flat organizational structure. Freedom with responsibility with flexible working hours. We expect the candidate to be at the office around three times a week.

How to apply?

If you're passionate about sales and have a proven track record of leading a small sales team, we'd love to hear from you! Please submit your resume and a short cover letter marked "Inside Sale Manager" detailing your experience and why you're a great fit for this role to: dk.hr@ctscorp.com

If you have any questions about the position, please call Sales Director Cedric Goueffon

+45 40429461.

Application Deadline: September 20th 2024

We process applications on an ongoing basis and call in candidates for interviews along the way.



About

At CTS Denmark, we manufacture a special type of ceramics with piezoelectric properties. There is, for example, a small piece of piezoelectric ceramic in the ultrasound devices used for scanning pregnant women. In addition, our components are found in various types of equipment from sonar to pacemakers. CTS Denmark A/S is part of CTS Corporation, which is a large American listed company with over 4,000 employees worldwide. CTS designs and manufactures electronic components, actuators, and sensors to OEMs in the automotive, communications, medical, defense and aerospace, industrial, and computer markets. The company manufactures products in North America, Europe, and Asia. Founded in 1896 as Chicago Telephone Supply, CTS is headquartered in Lisle, IL.

CTS Denmark A/S is located in Kvistgaard and currently employs 118 employees, who are all waiting to greet you. We hold a strong market position in manufacturing advanced piezoelectric components and integrated piezoelectric devices.

At CTS, we strive to create an inclusive and diverse environment, and we actively search for qualified candidates regardless of gender, gender identity, sexual orientation, ethnicity, religion, disability or age.