



Full-Time Sales Administrator

Resonate Recordings is more than a podcast production company; we are a collective of audio and video professionals and branding creatives who are motivated to make podcasting easy for our clients. We are trained and educated to use innovative technology to help create a quality podcast that represents our client's unique creative expression so it will resonate with their listeners. Since 2014 we have been committed to building something bigger than a podcast production company. We've accomplished this by bringing together an amazing team of audio engineers and branding creatives, allowing our clients instant access to the most talented and competent podcasting partner in this industry. We have the honor of partnering with some of the most talented podcasters in the world.

Summary: As a quickly growing start-up we are looking to add a full-time Sales Administrator to our team who understands our vision and who is eager to grow with our team. The ideal candidate must exhibit a willingness to learn and adhere to our standards of quality as well as efficiency. This position will manage inbound leads and provide consistent follow up with any inbound leads through closing or declining. Because it is our desire to be the best podcast production company, we are looking to add team members who are passionate about superior customer experiences and who are eager to help us achieve this goal.

Position Features:

- This is a full-time role with an anticipated workload of 40-50 hours weekly with a somewhat flexible schedule.
- This position will offer a base pay plus commission with an opportunity for benefits after a 90 day initial window.
- This is an in-house position that will require working remotely with the occasional in person meeting at our headquarters in Louisville, KY

To apply, please submit your information using this form:

<https://resonaterecordings.com/join-our-team-at-resonate/>

Additional questions can be sent via email to hr@resonaterecordings.com

Primary Responsibilities:

- Sales Team Support
 - Operate as an initial point of contact for prospects who use inbound emails, chat, and phone calls.
 - Answer any basic questions around podcasting and Resonate Recordings' services.
 - Educate prospects on our suite of services, helping them determine the best solution for their needs.
 - Escalate and schedule inbound sales calls for any interested prospects requiring additional information.
 - Coordinate next steps and follow up with interested prospects.
 - Create and share sales proposals with interested prospects.
 - Support National Sales Director with larger sales prospects throughout the sales cycle (until sale is closed)
 - Communicate all client information needed to appropriate Resonate team members to initiate new client on-boarding process
 - Assist with other administrative sales-related tasks as needed

- Prospect to Client Handoff Support
 - Facilitate client handoff and ensure clients have everything needed to have a successful onboarding experience.
 - Communicate unique information captured in the sales process to the support and production team.
 - Ensure each closed client has everything correctly input into their Resonate customer profile

- Customer Support
 - Help Resonate support team troubleshoot client issues using our web chat and phone systems
 - Answer common customer support questions, resolving issues as able
 - Escalate necessary client issues to appropriate support team member
 - Assist with other administrative customer support tasks as needed

- Outbound Lead Generation
 - Pursue new lead generation opportunities as time permits
 - Build strategic plan for local and global opportunities under National Sale Director's supervision

Goals:

- Maintain the highest level of personal work quality
- Provide excellent customer service for every client and prospect
- Educate prospective clients on the best level of service for their needs
- Ensure prospects and new clients are receiving timely response to inquiries

- Help Resonate achieve overall sales goals through a comprehensive sales approach
- Ensure quick response time and great communication with prospects and

Qualifications:

- Driven, self-starter with a focused mentality; competitive; achiever mindset
- Ability to communicate clearly and persuasively
- Personable, outgoing, and customer-focused
- Attention to detail with strong grammatical skills
- Teachable and possess a willingness to learn from others