Job Description:

The Inside Sales Representative will identify business opportunities by developing new prospects and interacting with existing customers in order to increase interest and qualify leads for the Business Development Managers. Qualified candidates will have a keen understanding of TRICOR’s product offerings. In addition, the Inside Sales Representative will conduct data analysis for the sales department and will track and report all KPI’s on a daily, weekly, monthly basis.

Primary Responsibilities:

- Prospect and build a sales pipeline for the New Business Development Managers via outbound calling, email communications, and other direct marketing methods.
- Qualify all sales leads, allocate as appropriate, and drive leads through the sales process by initiating face-to-face appointments with New Business Development Managers.
- Follow up with New Business Development Managers, post meeting. Determine result of respective meeting, and follow up appropriately to close the loop.
- Meet daily, weekly, and monthly phone and email communication goals in accordance with strategic plan, developed by the Chief Customer Officer.
- Consistently log and record each and every outreach made, producing regular activity reports as requested by Chief Customer Officer.
- Act as a bridge between Marketing, Sales and Operations. Be cognizant of each marketing initiative, and work toward corporate objectives.
- Drive sales of all TRICOR products, by developing, identifying, and securing all relevant direct sale opportunities.
- Serve as internal sales support for pre-defined territory locations to achieve or exceed assigned sales quotas and goals.
- Actively solicit for all TRICOR product opportunities, referring leads as appropriate.
- Provide quality service to TRICOR’s internal and external customers in all assigned tasks, while upholding TRICOR’s Mission, Vision and Values at all times.
- Work closely with the internal team members and external Sales and Service teams to insure high customer satisfaction.
- Provide support as required to the Business Development Managers, Product Managers and Chief Customer Officer.
- Work closely with Marketing, Customer Service, Contracts and other teams as required or requested.
- Assist Business Development Managers Field Sales with quotes
- Other Duties as assigned
Education, Experience and Qualities:

- High School diploma or equivalent required. Associates Degree or higher preferred.
- Three (3) years’ experience in sales related role.
- Must have excellent phone and computer skills.
- Strong internet research is required.
- Ability to comprehend the TRICOR product line and to communicate our value proposition to prospects.
- Knowledge of commonly used concepts, practices, policies and procedures within TRICOR
- Must interact effectively with all levels of management and staff, internally and externally.
- Understanding of the sales cycle, with the ability to close smaller deals.
- Must be adaptable, professional, courteous and motivated, and must work well individually or as a member of a team.
- Must be able to pass a background check and drug screen.

Key Competencies:

Customer Focus, Interpersonal Savvy, Negotiating, Task Orientated, Detail Orientated, Time Management, Team Oriented, Process Improvement, Critical Thinking, Results Orientated, Strong Initiative, Verbal/Written Communication, Problem Solving, Active Listening and Troubleshooting.
TRICOR INSIDE SALES REPRESENTATIVE

TRICOR Central Office
Salary $46,974 - $72,512 Annually
SG 15

Job Class: Executive

State of Tennessee Benefits

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For more information regarding health options you may visit:

http://www.partnersforhealthtn.gov/

For State of Tennessee pension plan:

http://treasury.tn.gov/tcrs/PDFs/hybridplan.pdf

For Deferred Compensation – 401K:

http://treasury.tn.gov/dc/

TRICOR exists to provide occupational and life skills training for Tennessee’s incarcerated population through job training, program opportunities, and transitional services designed to assist Offenders with a successful reintegration into society. TRICOR operates multiple businesses ranging from data entry and printing to agriculture and manufacturing. TRICOR offers Tennessee’s state, county and local government’s quality goods and services and competitive pricing.

TRICOR transforms lives on a daily basis.

TRICOR designs programs to make an impact on the lives of offenders and prepare them for success after release.

TRICOR is committed to continuous performance improvement, which enhances the impact it has on the offender workforce by making them a critical part of a team driven by internationally-recognized high performance standards. To accomplish this, TRICOR uses the Malcolm Baldrige Framework and participates in the Tennessee Center of Performance Excellence (TNCPE) process. TNCPE, a non-profit organization dedicated to making Tennessee a better place to live and work through use of the national Baldrige Excellence Framework, has provided TRICOR with the tools and development necessary to move our organization toward best in class status. Our involvement has not only strengthened our business and program operations, but is providing our offender workforce the opportunity to work and develop their skills in an environment, which prepares them to achieve self-sufficiency once released from prison.