



## **JOB TITLE: Inside Sales Manager**

Summer Discovery and Summer Institute for the Gifted (SIG) change students' lives. We are the world's most popular pre-college academic, enrichment, and gifted programs for students aged 5 – 17. We partner with world-class universities including UCLA, University of Michigan, University of Pennsylvania, Wharton, and Cambridge to run programs where students learn, have fun, and thrive. We are passionate about what we do, the impact we have, and the Summer Discovery and SIG teams who make it all happen.

### **What's the job?**

Inside Sales Manager will be responsible for managing the sales team and plays a significant role in driving and growing sales managing the team toward their individual KPIs. The Inside Sales Manager will manage a team of inside sales representatives whose goal is enrollment conversion. This person will lead the sales team to success while providing ongoing training and holding the team accountable for their goals. The Inside Sales Manager reports to the Chief Growth Officer.

The ideal candidate will excel in the art of consultative selling, as well as be self-motivated, driven, and able to work in a high-paced, seasonal business environment. Experience in luxury brands sales or travel is a plus. You will be excited to manage and motivate a team to work with customers from their initial outreach to application completion and finally, to enrollment.

Summer Discovery is a growing company with a seasonal business, so flexibility and the ability to pivot will be important. You'll work hard, occasionally in the evenings, weekends. During the summer, you will be pushing for final sales while supporting summer operations. You will be expected to spend some time on campus during the summer. Our office is located in Roslyn, NY and we strongly prefer someone who lives in NYC area but we would consider a remote leader.

Experience is important. We're looking for someone with a demonstrated track record of achieving high sales goals, managing a sales team, and selling to clients who expect a very high level of service with multiple touch points.

### **Responsibilities**

- Deliver company enrollment and revenue targets by managing a sales team, implementing sales strategies, and providing ongoing training to the team.
- Review, implement and improve sales processes including overall sales efforts and application/enrollment workflow processes.
- Manage and monitor inside sales team's pipelines and outreach efforts including tracking of outbound calls, emails, and other related efforts.
- Set monthly goals based on company revenue targets and create a team-based environment for collaboration and productivity.
- Contribute to team effort by accomplishing related results including recruitment travel, call efforts including early morning outreach, and outreach to applicants for application fees and enrollment.



- Meet regularly with sales team members to review job performance, provide feedback and ensure plans are aligned with achieving company goals.
- Deliver superior customer service and resolve issues escalated by sales team members.
- Coordinate “low inventory” classes as year progresses in order to maximize enrollments.
- Coordinate with CGO to provide insight and feedback that will support qualified lead generation.
- Coordinate Product training for associates.

### **Core Competencies**

- A proven track record of hitting sales goals
- Experience managing a sales team to a sales goal (including pipeline management)
- An understanding of the international education industry or an ability to quickly learn the field
- Experience in building and managing internal and external relationships
- Experience in a B-to-C sales environment
- Ability and desire to thrive in an entrepreneurial, fluid work environment
- Outstanding and proven communication and organizational skills with a focus on project management and follow-up
- Proven ability to own projects from kickoff to completion with attention to detail & ability to multi-task
- High level of attention to detail
- Demonstrated ability to work autonomously

### **Qualifications**

- Minimum Bachelor’s degree and at least 4 years of sales experience
- 2+ years of experience managing a sales team(s)
- Experience with Microsoft technologies (Outlook, Office 365)
- Experience of supporting users and services across global, multi-site environment
- Experience using Salesforce required, TargetX experience is a plus
- Excellent English, written and verbal communication skills