

Our Sunday Visitor

Date Posted: October 30, 2009

Job Title: **Parish Inside Sales and Support Representative**

Job Summary:

The Parish Inside Sales and Support Representative has two primary functions

1. Make and receive telephone sales calls from Catholic parishes for bulk purchases of publishing items such as book products, religious education materials, and periodicals.
2. Partner with designated outside sales representatives to enter church and school orders as needed, handle call follow-ups with customers, and provide overall support.

Essential Job Functions (*=Non-essential tasks):

- Contact parishes and schools in a designated territory to inform them of current and upcoming products and special offers
- Offer and successfully up-sell to customers with the most appropriate products from the curriculum and publishing division
- Work with the marketing director in creating, maintaining, modifying, tracking and report on several new marketing programs
- Maintain a working knowledge of all products on both the publishing and curriculum side
- Provide outstanding customer service
- Establishing a rapport with clients
- * Other duties as required

Requirements:

Experience:

- One to three years of previous sales experience is required
- Working knowledge of the Catholic Faith and traditions

Education:

- High school education is required
- College degree (associate or bachelors) is preferred

Skills and Abilities:

- Self motivated
- Excellent verbal and written communication skills
- Good listener to understand customer's needs
- Organized and detail oriented
- Ability to multi-task
- Ability to present themselves and OSV diplomatically and professionally
- Experience with Word, Excel and Outlook
- Must be team oriented with the ability to work with others effectively
- Ability to maintain confidentiality
- Must have effective decision making skills

(The above statements describe the general nature and level of work being performed in this job. They are not intended to be an exhaustive list of all duties, and indeed additional responsibilities may be assigned, as required, by management).