



Make every communication count.

Mandel Communications, Inc.

Senior Inside Sales Representative (3 to 6 years)

Mandel Communications is the global leader in communication skills training for corporate organizations who believe in the power and potential of their employees. We believe that anyone, regardless of their role or experience level, can learn new ways to craft and deliver strong messages, elevate their executive presence, and maximize their value in every communication.

We are all about strengthening the human element in a world full of technology. Our ideal candidates for this position are individuals who have a passion for human connection.

The communications skills that Mandel provides to the employees of our corporate clients leads to more positive human connectivity, which drives better and faster decisions and accelerates the achievement of meaningful business goals.

Typical Mandel clients range from global Fortune 1,000 to mid-sized and hyper-growth companies across many verticals, with an emphasis on the technology sector. We provide our training services globally to salesforces, engineering and technical teams, and other business professionals, including at the executive and managerial level.

We are recruiting a Senior Inside Sales Representative (SISR) to build out and lead our inside sales function in North America. As Mandel is looking to grow and expand our global footprint, generating qualified leads for the senior sales team is a critical part of the strategy. As we move forward, we are looking to leverage your proven expertise in lead generation and utilizing modern sales tools, technology, and processes.

As a Mandel SISR leader, your success will be measured by your ability to build out our inside sales practice and successfully execute the role, which is primarily focused on hunting for leads that turn into qualified sales opportunities in new, dormant and existing accounts.

Designed for growth, this important job is a direct stepping-stone into an Enterprise Sales role or continuing to lead our Inside Sales function, to include building out and managing a team of ISR's.

ISRs have the important tasks of understanding our communications skill-building training and coaching solutions at a deep level and articulating Mandel's value propositions based on the unique business needs of each prospect or client organization.

The ideal candidates will have a proven track record of generating qualified leads and the ability to close SMB opportunities. We are looking for fearless sellers who thrive on engaging with new people to earn their interest and trust. The successful candidates will be self-motivated with a passion for self-development and a "guide me, then let me figure it out" attitude.

This role is the perfect opportunity to not only grow your sales skills and become a World-Class Enterprise Account Executive or ISR Manager, but it also provides the opportunity to further develop valuable sales conversation and presentation skills that will set you apart in your sales career journey.

Job Requirements and Ideal Candidate Attributes

- **Proven Performer** – You have experience working in a B2B sales environment with a hunter mentality and a proven track record of generating qualified opportunities.
Minimum of 3 years of direct inside sales experience.
- **Digital Mindset** – You live and breathe technology and are eager to create more opportunities to utilize tech in your work and when discussing our training solutions. You exhibit proficiency in CRM systems, LinkedIn Sales Navigator, and have proven experience utilizing the latest tech tools for lead generation
- **Natural Connector** – You have experience building strong rapport with prospects
- **Passionate** – You have a real interest and passion for the work that we do around developing and transforming people to listen, think, and speak more effectively
- **Skillful Communicator** – You must already exhibit strong presentation, written and verbal communication skills. You are willing to talk to new people every day to explain the Mandel value proposition and have the ability to understand and react to client needs, challenges, and objections
- **Lifetime Student** – You are naturally curious and have an eagerness to learn with an ambition to grow! You exhibit a zeal for self-development and are always looking for ways to improve your skills
- **Positive Team Player** – You have the ability and desire to work in a fast-paced, challenging environment with peers who challenge you to be better. You enjoy working as a team and always have a “glass-half-full” attitude
- **Innovative Initiative** – You think outside the box and are courageous and creative in the way you work to successfully reach prospects, ignite conversations, and build strong relationships. You also exhibit strong emotional intelligence through empathy and relationship management
- **Go-Getter Mindset** – Your work ethic is unmatched - anything you don't know you'll make up with hard work. You don't believe in settling, you find ways to overachieve and keep improving
- **Coachable** - You feel comfortable being held accountable to results, and you're extremely coachable and willing to receive and implement feedback
- **Embraces Difficult Conversations** – You have the ability to work through and thrive on objections and rejection on a daily basis when working with prospects

Day-to-Day Responsibilities

- Perform high-volume activity in prospecting through outbound calling, emailing, and other social mediums to generate qualified, self-sourced leads
- Develop and implement strategies to discover new business opportunities.
- Penetrate targeted accounts and key markets; contact and qualify new buyers, uncover and analyze needs, determine best solution, negotiate terms, and close business
- Leverage sales intelligence tools to maximize outreach to the addressable market
- Forecast, manage, and track all sales activities and opportunities in CRM and manage lead/contact data for accuracy
- Facilitate communications with other team members to solve unique customer business challenges
- Partner with Marketing to drive attendance in public workshops, key marketing events, and other corporate initiatives



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- Raise awareness and generate interest and social outreach to prospective customers
- Develop quality messaging to enhance outreach efforts to convey Mandel's value proposition
- Provide constructive feedback on how to build out and improve effectiveness and efficiency within the ISR role to Managers and Sales Enablement

The above outlines the basic responsibilities of critical day-to-day functions of the SISR and is not binding. We reserve the right to assign additional tasks and responsibilities as needed to fulfill Mandel's goals.

This role reports directly to the SVP, Global Sales and Client Success. Additionally, you will partner with and receive mentorship from the Sr. Director, Sales Enablement and have direct contact with the VPs of Marketing and Product Development.

How Mandel Works for You

We believe in the potential and power of our people. Your best work happens when you have a holistic life balance, and Mandel gives you the support and flexibility to make that happen. Mandel is committed to delivering a comprehensive benefits program that provides the support you need. At the time of this posting, this role is eligible to participate in the following benefits:

- Competitive compensation and benefits
- Comprehensive health insurance with HMO & PPO plans available
- Dental and vision plans
- Employer-paid life insurance, AD&D, short-term disability, and long-term disability
- 401(k) Retirement Savings Plan
- Generous Paid Time Off and 13 holidays per year
- Education benefit: You will get to work with and be trained by some of the best communications coaches on the planet as part of your employment with Mandel
- Work from home accommodations

Location: Mandel employees work remotely and in Mandel corporate offices in Capitola and San Ramon, California.

Mandel is an equal opportunity employer. We believe that diversity is integral to our success, and do not discriminate based on race, color, religion, age, or any other basis protected by law.

Interested candidates may reach out to Dan Luotto (SVP, Global Sales & Client Success) directly, contact details are below.

Dan Luotto, SVP, Global Sales & Client Success

+1.925.855.7177

dluotto@mandel.com

[Connect with Dan on LinkedIn](#)