



<b>Title</b>	<i>ISSA Sales Development Representative</i>
<b>Department</b>	<i>Education</i>
<b>Reports to</b>	Chief Global Education Officer
<b>Hours</b>	<i>8:00 am – 5:00 pm</i>

### Job Purpose

ISSA is the leading trade association for the cleaning industry worldwide. Our purpose is to change the way the world views cleaning. The association represents businesses, organizations, and professionals across the entire cleaning industry chain, including manufacturers, manufacturer representatives, wholesalers, distributors, in-house service providers, building service contractors, residential cleaners, and more.

The primary objective of this position is to increase revenue through a direct relationship with prospects, current customers, and members. A qualified candidate will successfully drive new business by qualifying each lead and providing solutions. The Sales Development Representative must be organized and be able to utilize the Sales Force platform to track the entire sales process for the customer journey. Often, you will be required to cold call and network with current customers to find new opportunities.

### Duties and Responsibilities

- Prospect and identify potential customers to generate new business.
- Use and manage CRM tool to manage leads and sales activities.
- Selling membership, educational and certification programs via consultative sales approach
- Nurturing and Closing Leads
- Discover and recommend new product ideas for customers' needs.
- Achieve and exceed sales performance goals.
- Maintaining business relationships with customers.
- Attend events and tradeshow to generate leads.
- Help manage and leverage reseller sales channel.

### Key Competencies

- Thorough understanding of traditional and emerging marketing/sales tactics.
- Strong verbal and written communication skills.
- Strong attention to details.
- Ability to multitask, work independently and efficiently under deadlines.
- Positive attitude.

### Mandatory Qualifications

- Ability to work within an office or remote setting.
- Proficient in CRM and/or AMS software.
- Associate degree in business administration or equivalent work experience.
- Minimum of 3 years' experience in sales, customer service, or account management.
- Proficient in Microsoft Office suite, including Word, Excel, Outlook, PowerPoint, and Teams.

## Beneficial Qualifications

- Experience working with trade associations or a similar not-for-profit environment a plus.
- Knowledge of the cleaning, facilities management, and/or restoration industry a plus.

## Working Conditions

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position may be required to attend annual trade show, industry, or company events for an extended period of time which will consist of travel and overnight stay. The ability to work in an office environment is also required.

## Direct Reports

None

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