

# Customer Service/Sales Representative

In Every Language is current recruiting a full-time sales representative skilled in customer service. While we are looking for an individual capable of helping us increase yearly revenues, the perfect candidate's focus will be on better meeting the customer's needs as opposed to simply selling a product. We are a customer-centric company and all employees are charged with ensuring our customers receive the highest possible service at all stages. To this end, commission will be principally based off of how well the customers' needs are met, as opposed to sales figures only. All In Every Language employees must understand the principle of creating partnership with our customers (we are more than a "vendor") and understand how high-quality translation is a profit-driver for our clients and not a simple cost center. Sales representatives play a strong role in convincing our customers of this fact and in making sure it is true for each and every one of their accounts. If your number one priority is not seeking customer satisfaction, then we recommend that you seek a job elsewhere.

To this end, our new sales representative will be a people-person, able to listen before s/he speaks in order to determine what our clients' needs actually are. Innovation and imagination are encouraged, as this person will have responsibility over thinking outside the box in order to serve as a counselor or consultant for the accounts s/he oversees. Sometimes this will mean selling a currently existing service; sometimes it will mean developing something new. Most often, it will mean a combination.

Because In Every Language is a virtual company, residency in Louisville is not required; however, occasional travel to Louisville is necessary in order to meet in-person with CEO and other staff. US citizenship or a US work permit is required. Applicants must also live in and already be legally authorized to work in the United States (In Every Language does not sponsor visas).

Basic knowledge of the language industry is required, including but not limited to the difference between translating & interpreting. Understanding the difference between a "bilingual" and a professional translator is also required. While experience in the sale of tangible goods is welcome, service sales experience is preferred. Good cross-over industries include, but are not limited to, the advertising and tech sectors. Experience in customer service-heavy professions, such as retail, food service, or hospitality, is also recommended. Fluency in a second language is not required, but some knowledge of foreign cultures and languages is.

Because we are a virtual company, applicants must be comfortable with and used to working independently, but must also be able to summarize their work well in order to report back to their supervisor. The ideal candidate must be comfortable using Skype, Outlook, FTP uploads, Microsoft Excel, and internet browsers.

Candidates who have negative attitudes or who require micro-management need not apply. We are also not seeking candidates who will close the sale "at any price." Again, our greatest need in a sales representative is making sure our company meets our customers' needs.

## Other requirements include

- personal ambition & a desire to improve one's self and one's knowledge
- business acumen, instinct, & insight
- a desire to help for-profit businesses grow their client/service base through translation (note this is not a community service position)
- a friendly personality
- a sense of urgency & initiative when meeting client needs
- accountability
- the ability to prioritize & stay focused with multiple ongoing projects
- native or native-like fluency in US English
- strong knowledge of US business etiquette
- excellent written and oral communication skills (writing samples will be required)
- patience and understanding for those from cultures not her/his own
- the creativity & versatility needed to deal with the dynamic changes encountered in a small business environment
- a mindset geared toward innovation and constantly finding new ways of doing in order to better benefit the company & the client
- a strong sense of morals and personal ethics with the wherewithal to follow through on them

Benefits include fully-paid administration for a Roth IRA from Edward Jones. In Every Language does not currently provide health insurance; however, a health allowance may be negotiated. Educational opportunities are also made available and fully funded. This is a full-time position with two weeks paid vacation available the first year. Employees also receive their birthday as a paid day off and there are eight (8) paid holidays. Base salary for this position is in the lower 30's, based on experience, with commissions awarded for a combination of customer satisfaction and sales.

Candidates may apply by emailing the CEO at [terenabell \[at\] ineverylanguage.com](mailto:terenabell@ineverylanguage.com) with "Sales Representative" in the subject line. Please place your cover letter in the body of the email and attach your resume in Microsoft Word format.