



creating better environments

**The Flooring Systems division offers a broad and attractive range of environmentally friendly natural linoleum, high-quality vinyl floors, entrance matting systems for cleaning and drying shoes, carpet tiles, needle felt, and Flotex, the washable high-tech textile flooring. Thanks to their excellent technical properties and attractive design, these flooring products are invariably the first choice for public buildings, department stores, hospitals, and other healthcare facilities, schools, libraries, commercial and office spaces, leisure centers, shops, hotels, restaurants, and cafeterias as well as for applications in the residential market. With a market share of about 70 percent, Forbo is the world leader in linoleum.**

**Flooring Systems also provides ready-made adhesives for floor covering installations, parquet flooring, and ceramic tiles, leveling compounds for the construction industry as well as liquid floors under the trade name Eurocol.**

At Forbo Flooring Systems, creating better environments is more than a tagline. In Sales Support, we create better environments for our customers by anticipating their needs and exceeding their expectations.

We are looking for an Inside Sales Administrator to join our Sales Support Team. This key position will promote and support a positive work atmosphere, with heavy emphasis on professionalism, teamwork, empowerment, and accountability.

As the central member of the sales team, the Inside Sales Administrator's primary goal is to support sales development and improve the internal and external customer experience by creating more efficient workflows from lead generation to target identification through post-sale support. The position supports both management and sales teams with strategic planning, lead generation and qualification, and day-to-day sales administration. The position supports the Forbo 360 Sales Process and focuses on proper usage and data integrity in our CRM system.

## **North America Inside Sales Administrator**

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Experience:

- 2 years in Sales or Sales Support

Education:

- Bachelor's Degree or 4+ years' experience in inside sales

Location:

- Remote / Hybrid with required time spent throughout the year at the North America Head Office in Hazleton, PA

Responsibilities:

- Handle all inquiries promptly, accurately and professionally
- Main responsibility is to keep sales organized and information in Forbo's CRM tool - with all proper links in place from Accounts, Opportunities, Visits, Tasks, Quotations, Sample Orders, etc.
- Drive business forward by ensuring there are constant "next steps" in CRM for Accounts and Opportunities
- Follow the Forbo 360 Sales Process and hold sales accountable to the process
- Work with the Sales Reps, Regional Managers and National Sales Managers daily
- Schedule monthly Project Meetings to ensure growth in the identified Opportunities and Accounts
- "Coach" for sales to ask questions and get training in CRM
- Support campaign leads in CRM
- Process all Free of Charge requests and customer complaints for sales in CRM
- Create customized customer web pages for sales as requested
- Generate quotations for sales from opportunities in CRM
- Serve as the administrator for the weekly sales strategy teams

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Forbo Flooring Systems is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status.

The above statements are intended to describe the general nature and level of work being performed by the assigned employees. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the position.

Email resumes to:

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