



POSITION: Client Solutions Specialist

COMPANY: Inspector Media

STATUS: Full-time/Contractor

LOCATION: Local preferred, remote available

Inspector Media is seeking a motivated and results-driven Client Solutions Specialist to build new relationships with active leads and generate business opportunities that contribute to our long-term growth.

To excel in this role, you should have experience in developing leads from marketing campaigns and meeting sales targets. You'll use your communication skills to cultivate strong customer relationships from first contact through to closing the deal, and ensure proper after-sales service. If you thrive in a results-oriented team environment, we'd like to meet you.

Note: While local candidates are preferred, we are open to remote candidates as well.

OVERVIEW OF THE POSITION

The Client Solutions Specialist will be fundamental in achieving the company's ambitious customer acquisition and revenue growth objectives by selling a range of services across multiple departments. This role involves conducting discovery calls with active inbound leads, generating interest, and converting leads into front-end sales.

Compensation is based on a commission structure with paid training. Higher compensation and upper positions are available for candidates with extensive experience in social media management and data automation, particularly in AI solutions. Bonuses, opportunities for upward mobility, and the ability to set your own schedule are also available.

RESPONSIBILITIES

- Engage with leads who have shown active interest in the company's services
- Demonstrate a thorough understanding of the company's products and services
- Understand client needs to offer effective solutions and support
- Coordinate with team members and departments to optimize sales efforts
- Conduct approximately 15 calls/virtual meetings per week with leads who have come to us organically seeking help with their marketing and community outreach
- Maintain a 40% close rate on inbound leads
- Attend daily sales meetings via Zoom at 8:30am PDT, Monday - Friday
- Meet and exceed quotas
- Conduct minimal team and administrative tasks
- Maintain an organized deal pipeline in a CRM system to record lead generation activity
- Transition enrollments to client success to facilitate an exceptional customer experience

QUALIFICATIONS

- At least one year of sales experience
- Experience with low-ticket, high-volume sales (e.g., \$960 max sales price, 1-2 call close) rather than longer cycle B2B/enterprise sales
- Excellent ability to naturally build rapport, develop relationships, and connect with others
- Empathic listener and persuasive communicator
- Ability to shift gears easily and change tactics in response to various interactions with prospects
- Comfort in having crucial conversations daily with business owners
- Demonstrates perseverance to overcome objections and handle rejection easily
- Outstanding organizational and time-management skills
- Excellent command of the English language, both written and spoken
- Working knowledge of CRM systems
- Strong understanding of social media management and data automation, including selling AI solutions
- Excellent presentation and listening skills
- High school diploma or equivalent
- Must have home office equipment/computer and high-speed internet

COMPETENCIES

- **People skills:** Ability to build natural rapport and connect with people all day.
- **Integrity:** Follow through with commitments and be honest with prospects. Only enroll clients who are a great fit.
- **Leadership:** Guide prospects to the best decision for them, even if it's outside their comfort zone.
- **Hunger / Work ethic:** Dedication to honing your craft, generating opportunities, and closing deals.

- **Proactive:** Awareness of your performance relative to projections, with the ability to adjust behavior to achieve results.
- **Attention to detail:** Keeping up with numbers and CRM activities while hitting targets.
- **High standards:** Helping prospects live up to their highest standards by living up to your own. We maintain the highest standards because of the esteemed name we represent.
- **Poise:** Maintain calm under pressure and help prospects make the best decision for them through crucial conversations.

ABOUT INSPECTOR MEDIA

Inspector Media is on a mission to help home inspectors make a significant impact without compromising life's most important aspects—family, purpose, and margin. We combine marketing, design, and strategy to support home inspectors who value the integrity of their brand, marketing, funnels, and customers.

At Inspector Media, we are pioneering the way in data management and business automation for home inspectors. Our custom-built CRM, combined with our innovative laser-engraved digital business cards, sets us apart as the Official InterNACHI Digital Marketing Services provider.

Inspector Media is proud to be an equal opportunity employer. We provide employment opportunities without regard to age, race, color, ancestry, national origin, religion, disability, veteran status, or any other protected status in accordance with applicable law. Upper positions in the company are available due to a competitive atmosphere.

