

Join a growing, locally owned company that values people, performance, and providing exceptional customer service.

Salt Air Heating, Cooling & Electrical is looking for a motivated, energetic **Inside Sales Representative** to join our team. This position plays a vital role in helping homeowners protect their comfort by following up on existing repair recommendations and reconnecting with customers who have requested service but have not yet scheduled an appointment.

If you enjoy talking with people, are confident on the phone, and thrive in a goal-driven environment, we'd love to meet you.

What You'll Do

- Make outbound calls to customers with existing HVAC and electrical repair estimates.
- Educate homeowners on the value and urgency of recommended repairs.
- Follow up on unbooked service leads and convert inquiries into scheduled appointments.
- Overcome objections professionally while building trust with customers.
- Maintain accurate notes and follow-up activities in our CRM.
- Coordinate with our Customer Service Representatives and Service Managers to ensure a smooth customer experience.
- Meet and exceed daily call volume, booking, and sales goals.
- Follow established sales processes and call scripts while personalizing each conversation.
- Help maximize opportunities from our existing customer database.

What We're Looking For

- Previous inside sales, outbound calling, customer service, or call center experience preferred.
- Excellent verbal communication and active listening skills.
- Positive attitude with a competitive, goal-oriented mindset.
- Comfortable making a high volume of outbound calls each day.
- Strong organizational and follow-up skills.
- Basic computer skills and ability to learn CRM software (ServiceTitan experience is a plus).
- Ability to handle objections with confidence and professionalism.
- Self-motivated with a desire to earn performance-based bonuses.

Compensation & Benefits

- Competitive hourly pay based on experience
- Performance-based bonus opportunities

- Paid training
- Paid time off
- Health benefits
- 401(k) (if applicable)
- Opportunities for advancement within a growing company
- Supportive team environment

Why Join Salt Air?

At Salt Air, we believe in doing what's right for our customers and our team. We've proudly served the Cape Fear region since 2011 and have built our reputation on honesty, quality workmanship, and exceptional customer service. We invest in our employees, celebrate success, and provide opportunities for long-term career growth.

If you're ready to join a winning team where your effort directly impacts your earnings and our customers' experience, apply today!