

JOB DESCRIPTION

DEPARTMENT: Revenue Operations

JOB TITLE: Inside Sales Representative (Entry-Level)

MANAGER: Scott Bocketti, Senior Director of
Product & Revenue Operations

DATE: 06/30/2025

COMPANY OVERVIEW

Creative Materials Corporation designs, markets and supplies tile, LVT, glass, and other surface materials to the commercial construction industry. Utilizing extensive experience, Creative Materials guides multi-unit brands, architecture and design firms, developers, and installation professionals through product specification and the successful supply of materials to each and every project. Creative Materials adds value to client's projects by offering an unmatched combination of product sourcing capabilities, nationwide supply chain solutions, and excellence in service. Our committed, consultative approach enables clients to create with confidence. We are privately held and have been in business for 30+ years.

COMPANY VISION

To set a new standard for partnering with surface materials suppliers on commercial projects.

COMPANY MISSION

To help our clients design and build better communities by simplifying the selection and supply of surface materials on commercial construction projects.

COMPANY CORE VALUES

One Company, One Team

One culture, aligned around the same vision, living by the same values. We rely on one another to execute consistently, openly communicate, and own the results to make each project successful.

Client-First

We're a service company that happens to sell products. How we apply good judgment and problem-solving to help clients achieve the best outcomes sets us apart.

Creativity

In a rapidly changing world, what worked yesterday may be ineffective today. We challenge the status quo, encourage innovation, utilize flexible thinking, and aspire to set new standards of how value can be offered to our clients.

Care About Others

We recognize that successful business outcomes require successful people outcomes. Our first priority is to be people helping people.



LOCATION

Albany, NY. Remote work available Mondays and Fridays.

POSITION SUMMARY

We are seeking a proactive and service-oriented Inside Sales Representative to join our growing team. This entry-level role is designed to support our Architecture & Design (A&D) Consultant and Business Development teams by managing inbound client inquiries, entering client sample requests, and providing essential territory backup. The ideal candidate is organized, responsive, and excited to engage with clients and collaborators in the design and construction community.

RESPONSIBILITIES

Client Engagement & Sales Support

- Respond promptly to inbound inquiries via phone, email, and website chat from clients in territories without a dedicated A&D Consultant.
- Make outbound calls to developers, architects, designers, subcontractors, and general contractors as assigned.
- Provide support for A&D Consultants by entering sample requests and tracking project information in Salesforce when team members are in the field or unavailable.

Territory & Project Support

- Provide coverage for A&D Consultants and Business Development team members, ensuring seamless communication and continuity of client service.
- Support project coordination by documenting key project details, timelines, and client needs in Salesforce.

CRM & Workflow Management

- Maintain accurate and up-to-date client and project data in Salesforce.
- Proactively monitor and manage follow-up tasks, keeping opportunities moving forward and stakeholders informed.

Product Knowledge & Promotion

- Learn and maintain a strong understanding of our product lines and services, including how they apply to commercial design projects.
- Assist in introducing new products, tools, and promotions to clients via email outreach, follow-up calls, and online chat.
- Help reinforce our value proposition by articulating what sets us apart in the marketplace.



Qualifications

- Associate degree or higher preferred; equivalent work experience in customer services, sales or marketing will be considered.
- Excellent verbal and written communication skills.
- Strong organizational skills with the ability to manage multiple tasks simultaneously.
- Comfortable using CRM tools (Salesforce preferred), Microsoft Office, and online chat platforms.
- Enthusiastic about learning product knowledge and supporting a collaborative team.
- Professional demeanor with a client-first mindset.

Bonus if You Have

- Experience or interest in architecture, design, or commercial interiors.
- Familiarity with project-based sales or client services in a B2B environment.
- Previous exposure to product specification or design support roles.

What You'll Gain

- Exposure to a dynamic, design-focused sales environment with long-term career development opportunities.
- On-the-job training and mentoring from senior A&D Consultants and Business Development professionals.
- Hands-on experience with Salesforce, product sourcing workflows, and client engagement tools.