



## Inside Sales Representative

ProPhotonix, Salem, NH, USA

### **The Company:**

ProPhotonix is an expert designer and manufacturer of laser and LED systems for OEMs (Original Equipment Manufacturers) across a wide range of applications including machine vision, UV curing, medical equipment, and security applications.

Established in 1951, ProPhotonix is headquartered in Salem, New Hampshire, USA, and has ISO-certified production facilities in Cork, Ireland, and Essex, U.K. At our Cork facility, we design and manufacture LED lighting for a diverse range of applications. At our UK facility, we design and manufacture diode laser modules and systems for applications including inspection, sorting, patient alignment, and industrial. We are an SME looking to grow market share in our key markets.

Z-LASER develops and produces innovative, high-quality laser solutions for visual guidance and orientation, positioning, machine vision, and laser projection. Since the foundation of Z-Laser in 1985, the company stands like no other for innovation, quality, and reliability in the industry.

To support the two companies' efforts in North America, ProPhotonix and Z-Laser are seeking an Inside Sales Representative in Salem, New Hampshire:

### **The Role:**

#### **Essential Functions:**

- Provide first-line sales support including initial technical and commercial engagement, trade show support, distribution of technical datasheets to prospective customers, preparation and submission of quotations, order status, shipping status, and overall customer management.
- Qualify new leads to ensure a match to ProPhotonix & Z-Laser capabilities and commercial strategies. Collect detailed information on customer applications, product requirements, and commercial opportunities such as price targets, volumes, and schedule.
- Process and manage all standard and custom orders. Proactively manage deliveries, delivery schedules, forecasts to ensure superior service.
- Manage Return Material Authorizations (RMA's) by working closely with the Quality teams in Europe while keeping the customer informed of evaluation progress.
- Support Regional Sales Account Managers by providing current customer information such as open orders, RMA status, assisting with scheduling customer visits, and assisting with trade show preparation.
- Increase knowledge of ProPhotonix & Z-Laser product lines and their applications through self-directed training and interaction with the technical team.



**Qualifications:**

- Minimum of 3 years in a technical or business-to-business sales environment. Laser or LED industry experience is a plus.
- Excellent communication skills with customer service experience and a sense of urgency in responding to customer requests.
- Excellent business computer skills. CRM (Salesforce or similar) experience is a plus.
- Open to occasional travel including occasional trips to the ProPhotonix & Z-Laser factories in Europe.

**Contact Information:**

Apply with resume and cover letter to [hr@prophotonix.com](mailto:hr@prophotonix.com)