

Empowering Law Enforcement Through Innovative Technology for Over 60 Years

Inside Sales Support Specialist | Kustom Signals, Inc.

Are you ready to make a real impact supporting those who serve and protect our communities? At **Kustom Signals**, we've been a trusted partner to law enforcement agencies across the globe for more than six decades—delivering cutting-edge technology and unwavering support. Our commitment to quality extends beyond our solutions and into every customer interaction, from our consultative sales approach to our dedicated service and support. As an **employee-owned company (ESOP)**, we invest in your future with competitive benefits, including educational assistance and professional development opportunities.

We're seeking a passionate, energetic, and detail-driven **Inside Sales Support Specialist** to join our Domestic Sales team. In this role, you'll be a key player in helping Account Managers build lasting relationships with law enforcement agencies and public safety professionals. If you thrive in a fast-paced, mission-driven environment and enjoy solving problems with real-world impact, we want to hear from you.

About the Role:

As an Inside Sales Support Specialist, you'll collaborate with Regional Account Managers to develop and nurture client relationships in a defined territory. You'll assist in tailoring technology-based solutions to meet the unique needs of our public safety clients, contributing directly to the success of our regional sales strategy.

What You'll Do:

Sales:

- Support Account Managers by helping identify and recommend technical solutions such as In-Car Video (ICV), Body Worn Video (BWV), cloud and local evidence management systems, speed enforcement RADAR and LIDAR, and messaging trailers
- Assist in negotiating terms of sale, including specifications, pricing, installation, training, warranties, and service agreements
- Conduct outreach via phone and email to prospective clients including Police Departments, Sheriff's Offices, Highway Patrol, and Military Police
- Help qualify and manage leads through the Kustom Signals Selling Solutions process
- Maintain competitive product knowledge and highlight the unique value of our offerings
- Accurately document all interactions and updates in Salesforce CRM
- Consistently meet assigned weekly performance metrics

Order Entry Support:

- Input customer account details and product orders into our ERP system

- Ensure correct product configurations, pricing, and customer requirements are captured
- Communicate special shipping, invoicing, and customization needs clearly and accurately
- Support the end-to-end order fulfillment process when needed

Collaboration & Support:

- Work closely with cross-functional teams including Customer Service, Technical Support, Engineering, and Billing to ensure customer satisfaction
- Assist in forecasting and reporting for assigned regions
- Develop pricing strategies and help secure sales appointments
- Act as a liaison between law enforcement clients and internal departments

Skills and Qualifications:

Education and Experience:

- Bachelor's degree preferred; equivalent work experience accepted
- Minimum of 3 years in sales (technical sales preferred)
- Experience using CRM software (Salesforce strongly preferred)

Skills:

- Proficient in the full sales cycle, including prospecting, value communication, and closing
- Strong ability to craft persuasive proposals and build long-term client trust
- Excellent communication—both verbal and written
- Highly organized, self-motivated, and able to prioritize multiple tasks
- Skilled in Microsoft Office and comfortable using ERP systems
- Professional phone presence and customer service mindset

Working Conditions:

- Typical office environment with standard office equipment
- Regular sitting, talking, typing, and occasional lifting (up to 10 lbs)
- May involve occasional travel based on business needs

Mental & Physical Demands:

- Strong multitasking and problem-solving abilities
- Ability to manage detailed documentation and perform basic calculations
- Professional demeanor and appearance

At Kustom Signals, you won't just support sales—you'll support the safety of communities and the people who protect them. Join us and become part of something bigger.

Apply today and help us continue to lead the way in law enforcement technology.