



# Sales Manager - Inside Sales & Channel Manager

## Company

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Q5X designs and manufactures professional wireless microphone transmitters and receivers for use in broadcast sports and entertainment. We sell globally, both directly, and through the Shure Inc. dealer network, supporting sports leagues (NBA, NHL, NFL, MLB), broadcasters (ESPN, Turner, NBC, Amazon, Netflix), and large-scale entertainment productions.

## Position

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This is a hands-on, execution-focused, B2B sales leadership role. You will be responsible for inbound sales, quoting, order flow, CRM hygiene, customer communication, service contract renewals, service coordination, and outbound campaign execution.

## Reporting & Team Context

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This position reports to the CEO who as commercial lead will handle field demos and executive relationship-building. Your role is to convert interest into revenue through disciplined follow-up, proactive dealer engagement, deployment of the commercial team and direct personal sales. Travel is limited and typically focused on major international industry events (e.g., NAB and IBC).

## Primary Responsibilities

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- Own and maintain the sales pipeline: lead intake, qualification, follow-up, forecasting, and CRM discipline (Zoho).
- Respond to inbound customer and partner requests (email/phone/video), gather requirements, and coordinate next steps.
- Prepare quotes, bids, and RFP responses using established pricing frameworks and templates; track open quotes to close.
- Coordinate order flow from PO through shipping; communicate status and timelines to customers and internal stakeholders.
- Run customer account care: post-sale follow-up, service contracts, and systematic re-engagement of existing customers.
- Own the operational side of customer service requests: issue and track RMAs, communicate throughout the repair cycle, and ensure closure.
- Execute outbound sales campaigns defined by leadership (e.g., targeted verticals/regions/products); convert engagement into meetings and opportunities.



- Partner with the Technical Applications Specialist for technical pre-sales, training, and escalations—pull in technical depth when needed, not by default.
- Chair a monthly Commercial Sync meeting and maintain cadence between meetings: action tracking, internal alignment, and accountability.

### **Required Skills & Qualifications**

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- 5+ years in inside sales, sales operations, or account management in a technical B2B environment.
- Demonstrated ability to run a pipeline with discipline: qualification, follow-up systems, forecasting, and reporting.
- Comfort with CRM tools; Zoho experience is a strong asset.
- Strong written communication (clear, concise customer updates; accurate quoting and documentation).
- High accountability: you track what you promise, close loops, and measure outputs.
- Comfort coordinating cross-functional work (engineering/technical support/marketing) without needing formal authority over everyone involved.

### **Preferred (Assets)**

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- Experience selling into broadcast, live production, sports technology, or adjacent professional AV markets.
- Experience managing a junior coordinator or contractor (work allocation, feedback, throughput).
- Trade show experience (planning, meeting-setting, and follow-up conversion).
- Familiarity with channel partners and distribution models (direct, dealers, integrators, rental houses).

### **Working Style (Important)**

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- Metric-driven and process-minded (you naturally build cadence and keep it).
- Calm under pressure; you communicate clearly and do not drop threads.
- Comfort working with strong, fast-moving leadership while maintaining execution discipline.
- Quality-first: you care about the customer experience from first contact through successful product use.

### **Compensation**

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- Base salary plus performance-based bonus. Compensation will be set based on experience and demonstrated execution capability.

To apply, please send your resume to [jobs@Q5X.com](mailto:jobs@Q5X.com) with “Sales Manager” in the subject line.