

Job Title: Inside Sales Representative-North America
Department: Consumer Sales
Reports To: Director of Sales
FLSA Status: Exempt

About Us

Founded in 1997, Vuzix (NASDAQ: VUZI) is a growing, dynamic company that specializes in the design, manufacture and sale of smart glasses and augmented reality (AR) technologies and products for the enterprise and consumer markets. Company products include wearable displays and computing devices that offer a portable, high-quality viewing experience for applications in augmented reality, digital information, utility, and entertainment.

Position Summary: The dedicated Inside Sales Representative will work with customers in North America (US and Canada) and interface directly with the existing NA sales team. You will utilize knowledge of Vuzix Smart Glasses to understand and gather customer requirements and to prepare specifications and generate quotes. This position will partner with the internal technical and marketing teams to share insights from customers and to offer suggestions for product enhancements. The Inside Sales Representative will be responsible for re-engaging existing customers by developing and coordinating outbound tele-sales activities.

Essential Duties and Responsibilities:

- Timely manage inbound leads and liaison with other members of the sales team
- Develop opportunities by contacting new and existing customers
- Provide technical information and consult customer regarding current products and solutions
- Prepare sales quotations
- Drive repeat sales by leveraging customer purchasing history
- Manage assigned leads and existing customers
- Maintain accurate information in CRM for all opportunities
- Provide weekly feedback on opportunities/productivity
- Serve as Vuzix brand ambassador at trade show events

Competencies:

To perform this job successfully, an individual should demonstrate the following competencies:

- **Written Communication** – Read and interpret written information effectively, write clearly and concisely, adapt writing style for different audiences.
- **Verbal Communication** – Give focused attention to what others are saying, take time to understand what is being said and respond when appropriate without interrupting, speak clearly and effectively express ideas and opinions, adapt and react professionally in both positive and negative situations.
- **Teamwork & Collaboration** – Balance team and individual responsibilities, consider others' views objectively and with openness to changing your own, give and encourage feedback, contribute

to a positive team dynamic, prioritize team success over personal interests, work effectively across departments toward company goals.

- **Professionalism** – Interact with others in a considerate manner, follow through on commitments, react well under pressure and preserve confidentiality, control emotions, and accept responsibility, maintain focus on solutions and treat others with respect and consideration regardless of their status or position.
- **Motivation & Initiative** – Demonstrate persistence and ability to adapt to changes in daily workflow and overcome obstacles, ask for and offer help when needed, work independently when required, volunteer readily and look for ways to improve and create successful outcomes, positively contribute to overall work environment.
- **Respect & Integrity** – Treat people with respect, work ethically and with honesty and integrity, inspire the trust of others, demonstrate appreciation and sensitivity for cultural differences, help promote inclusion and understanding of the value of diversity, embrace differences and support a harassment-free environment.

Minimum Qualifications:

- High school diploma or equivalent
- 2-5 years' experience as an Inside Sales Representative or in a Call Center environment; familiarity selling technology products a plus
- Track record of exceeding goals in a quota-driven sales environment
- Experience providing accurate sales forecasting using CRM Tools
- Experience working within a team environment to accomplish sales goals

Preferred Qualifications:

- Ability to deliver compelling presentations and product demonstrations
- Ability to work efficiently both independently and collaboratively
- Ability to multi-task with attention to detail

Supervisory Responsibilities: None

Travel: Domestic travel, up to 20%

Physical Demands: Frequently required to sit, speak, hear, see, and perform repetitive motion (data entry). Occasionally required to lift or carry (10 lb. minimum). Reasonable accommodations will be made if possible.

Other: All Vuzix personnel are required to have received an approved COVID-19 vaccine, subject to certain medical and religious accommodations.



Vuzix Corporation is an equal opportunity employer. We consider applicants without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status. We are committed to recruiting and employing the best talent available.