

Dstny – Inside Sales Representative

About the Role...

As an **Inside Sales Representative**, you will play a key role in driving revenue growth by managing and expanding a portfolio of **transactional customer accounts**. This role is focused on **high-volume, short sales-cycle opportunities**, where responsiveness, commercial acumen and execution excellence are critical.

You will handle a steady flow of inbound and outbound sales opportunities, taking ownership from initial qualification through to contract completion. This includes responding quickly to customer enquiries, preparing and following up on quotes, and ensuring contracts are processed accurately and on time. Speed and attention to detail are essential, as many opportunities require fast turnaround without compromising quality or customer experience.

Beyond closing new deals, you will actively manage your existing account base, maintaining regular touchpoints to encourage repeat business and identify opportunities for **upsell and cross-sell**. By understanding customer needs, usage patterns and growth potential, you'll be able to position additional products or features that add genuine value.

You will work closely with **Customer Success, Marketing and Operations**, collaborating on campaigns, handovers and customer initiatives. More complex or strategic opportunities will be escalated smoothly to Account Managers or Directors, ensuring continuity and a seamless customer journey.

This is a hands-on role suited to someone who thrives in a **fast-paced SaaS environment**, enjoys working with volume, and takes pride in delivering a smooth, professional and positive experience for every customer interaction

What we expect from you...

We're looking for a commercially minded sales professional who is comfortable working at pace, enjoys ownership, and takes pride in delivering consistent results. To be successful in this role, you will bring:

- 2–5 years' experience in Inside Sales, Sales Development, Account Management or a similar commercial role, ideally within a **SaaS, telecoms or technology-driven environment**
- A proven ability to **manage and close a high volume of transactional opportunities**, with experience working short sales cycles end to end
- Strong sales discipline, including opportunity qualification, prioritisation, follow-up and accurate forecasting
- Confidence engaging customers by phone, email and virtual meetings, with clear, persuasive and professional communication skills
- Experience preparing and following up on quotes, navigating objections, negotiating terms, and closing deals efficiently
- A customer-centric mindset, with the ability to understand customer needs quickly and translate them into appropriate solutions
- Demonstrated success in identifying **upsell and cross-sell opportunities** within an existing customer base
- High attention to detail, ensuring contracts, orders and CRM data are complete, accurate and up to date
- Experience working with CRM tools (such as HubSpot or similar) and comfort managing pipelines, activities and sales reporting

- The ability to manage competing priorities in a fast-paced environment without losing focus or quality
- A proactive, results-driven attitude with resilience and persistence when working towards targets
- A collaborative approach, working effectively with Customer Success, Marketing and Operations to ensure a smooth customer journey
- The judgement to recognise when opportunities require escalation and a structured handover to senior sales colleagues

What we offer you

At Dstny, we believe great people do their best work when they feel supported, trusted and challenged. In return for your contribution, we offer:

- A competitive salary with a performance-based incentive structure
- A modern, international SaaS environment with opportunities to grow and develop your career
- A collaborative and supportive team culture where your ideas and input are valued
- Ongoing learning and development opportunities to help you sharpen your sales skills
- Flexible working arrangements to support a healthy work-life balance
- The chance to make a real impact by helping customers get the most out of our technology

<https://dstny.be/>