

SALES EXECUTIVE / CLIENT ADVISOR

Department: Sales

Location: Research Park

Work Status: Full Time

Reporting to: Sales Manager

Job Responsibilities include but are not limited to:

- ❖ Assist clients with guidance and direction on customer-specific information provided by client. Progress to close sales within the account by developing, communicating, and driving effective selling strategies that are based on customer-specific value propositions. Focus solutions towards suitable cost-effective data center products.
- ❖ Actively educate yourself on the latest company products and services to be able to offer them to clients.
- ❖ Build and maintain professional relationships with key clients to further the business relationship as needed.
- ❖ Adhere to all sales policies and procedures at all times to maintain acceptable employee reviews.
- ❖ Engage and meet local clients and non-local clients as needed.
- ❖ Help bridge gaps between technical teams and the clients; acting as a client liaison along with advising the client on the company's data center products.
- ❖ Develop an extensive knowledge base of existing accounts, including researching client needs (current and future) in order to provide a quality upsell which is technologically beneficial to them as well as financially beneficial to the company.
- ❖ Actively answer live chats, phone calls, and tickets from clients regarding product inquiries, including but not limited to: Colocation, Dedicated Servers, VPS, Cloud Solutions. Following the procedure of "identifying, pursuing, and closing of new sales opportunities."
- ❖ Attempt to close leads within one-week time frame with aggressive sales approach; which includes but not limited to: performing preliminary company research, initiating phone call contact, email follow-ups and finding alternative contacts such as skype, gtalk etc.
- ❖ Expand your online presence with personal company accounts on Skype/Gtalk during work hours to establish customer relationships with clients (on future sales or sales advising).
- ❖ Check work email outside of work if required to complete a sale where time is of essence.
- ❖ Plan and pace your own work efficiency in order to meet daily, weekly, project, or team related productivity sales goals.
- ❖ Actively monitor the VPS Order and Cancellation queues.
- ❖ Troubleshoot failed VPS installations quickly and efficiently to have clients online in a timely manner.

Job Requirements

- ❖ Coordinate and supervise department activities to achieve desired objectives
- ❖ Ability to manage and respond promptly to customer needs ensuring quality
- ❖ Composing yourself professionally in all aspects that relate to your position while in the company
- ❖ Working closely with the Department manager in reviewing/identifying areas of improvement to develop best practices to ensure quality and productivity of the Dedicated Services Team.

Required Skills and Qualifications

Must have experience in the following:

- ❖ Basic windows systems and internet account handling/administration
- ❖ Understanding of general IT technology skill set
- ❖ Excellent phone/client communication skills
- ❖ Responsive and adaptive communication skills

Desired Skills

- ❖ Prior Sales experience
- ❖ Prior web hosting experience
- ❖ Analytical troubleshooting skills in a sales environment
- ❖ HTML/PHP
- ❖ cPanel / IIS