

Inside Sales Manager

The Inside Sales Manager will report to the VP of Direct Sales and is responsible for managing all aspects of the inside sales and account management departments. Major duties include: providing management communications to the sales department; training and coaching of the inside sales team and account managers; monitoring and reporting on sales metrics; and managing the sales administration process.

CORE EXPECTATIONS

- Work with sales teams to build territory strategies and account plans
- Work with sales teams to generate key target opportunities
- Independently hunt net new opportunities for Calabrio and/or reseller/channel partners
- Drive all components (end-to-end) of the entire sales cycle on appointed opportunities; including but not limited to green field, add-ons, upgrades
- Deliver accurate and effective sales quotes
- Coordinate and present to committee Statements of Work(SOW) for Sales and Professional Services offerings
- Ability to work across the technical, implementation and training teams to ensure accuracy of each SOW and delivery expectations
- Accurately report pipeline and forecast in salesforce.com
- Drive entire maintenance renewal business with partners & customers
- Hunt and deliver new opportunities with existing customers
- Participate in partner marketing campaigns & customer programs to deliver new opportunities
- Support other sales efforts as assigned
- Understand and adapt to effective sales models and programs
- Deliver quality and timely sales reports as needed to leadership
- Maintain product knowledge and demo understanding to effectively position, demo and sell software solutions
- Stay current and utilize social selling tools (i.e., LinkedIn)
- Other core expectations as defined and requested by your direct supervisor/manager and sales leadership

CORE COMPETENCIES

- The Calabrio ISM must be coachable. Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- Ability to work independently and as part of a team
- Excellent troubleshooting and creative problem solving skills, know when to act quickly
- Strong sales aptitude
- Ability to constantly enhance one's sales and technical acumen

- Experience with program management
- Must have consistent drive, flexibility, willingness to learn, and sales aptitude
- Ability to adapt to changing priorities
- Pleasant speaking voice
- Excellent customer service skills
- Highly motivated, results oriented
- Competitive zeal
- Requires confidence, persistence, and an outgoing personality
- Ability to learn new software quickly and become a power user
- Ability to articulate needs for process improvements

Other core competencies will be defined by your direct supervisor/manager

EXPERIENCE/EDUCATION

- B.A. in business management, marketing or equivalent
- Minimum of 5 years inside sales experience in a B2B environment
- Minimum of 2 years of managing a team of sales to drive quota and metrics
- Technology or software experience preferred
- Solution-selling, The Challenger Sales or similar sales model experience preferred

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time
- Ability to travel as necessary

WORKING RELATIONSHIPS

- Report to the VP of Direct Sales, Inside Sales and Account Management
- Work closely with all areas of the company; field sales personnel, peer software engineers, group leads and other employees and departments within the company
- Direct work with prospects, customers and partners

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit:

www.calabrio.com.

To apply to this career opportunity please email your resume to

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=161384&lang=en_US&source=CC3

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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