

Inside Sales Manager

POSITION SUMMARY

The Inside Sales Manager oversees the team of inside sales representatives. The Inside Sales Manager is responsible for leading and driving all aspects of the Inside Sales department, which may include: initiating, driving, closing and supporting all stages of the sales cycle. This position will drive the sales activities and communications between Calabrio prospects, current customers and channel partners on new, upsell, cross-sell, upgrades and maintenance renewal opportunities. You will be responsible for reporting impact to pipeline & forecast, tracking progress and delivering sales results to sales and executive leadership.

CORE EXPECTATIONS

Sales Process

- Provide framework, structure and leadership to grow and develop a productive inside sales team
- Partner with the sales teams to generate key target opportunities
- 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 Statements of Work for Professional Services offerings
- Accurately report data, pipeline and forecast in salesforce.com
- Drive entire maintenance renewal business with partners & 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)

Customer Relationships

- Assist in qualifying, negotiating and closing deals
- Build a customer focused team and create loyalty by understanding customer motivation, expectation and needs
- Other core expectations as defined and requested by your direct supervisor/manager and sales leadership

CORE COMPETENCIES

- The Inside Sales Manager must be coachable and have a drive to learn

- Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- 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 3 years' experience in an inside sales management role
- 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
- Travel up to 15%

WORKING RELATIONSHIPS

- Report to the VP, SVP and or higher
- Work closely with all areas of the company; 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 send your resume to hr@calabrio.com

ABOUT CALABRIO

Calabrio, Inc. is a growing software company that delivers highly innovative solutions for businesses that want to take their customer service organizations to the next level. Through call recording, workforce management, performance management and analytics, Calabrio customers have a new level of information about their customers and about their business. Calabrio delivers the most flexible, intuitive solutions in the industry, and our unique approach is why Gartner placed us as the only vendor in the visionary quadrant this year

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