

## Inside Sales Representative

### POSITION SUMMARY

The Inside Sales Representative is responsible for initiating, driving and supporting all stages of the sales cycle as a key member of the Calabrio sales account team. ISRs work with account teams on targeting and hunting specific accounts for net new business opportunities and additional business with current customers. This position will drive the sales activities and communications between Calabrio prospects, current customers and channel partners on new, upsell, cross-sell and upgrades opportunities. The ISR will be responsible for reporting impact to pipeline & forecast, tracking progress and delivering sales results to sales and executive leadership.

### CORE EXPECTATIONS

- Partner with the sales teams to build territory strategies and account plans
- Partner with the 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 Statements of Work for Professional Services offerings
- Accurately report data, 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 ISR must be coachable and a drive to learn.
- 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 3 years inside sales experience in a B2B environment
- 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 Sales Manager, VP of Sales, SVP and 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 apply to this career opportunity, please follow this link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=155324&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=155324&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](http://www.calabrio.com). Follow [@calabrio](#) on Twitter.

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