

Sales Engineer

POSITION SUMMARY

The Sales Engineer (SE) is a technical sales person who will develop and execute sales projects focused on WFO in concert with the Account Manager. The SE acts as the technical sales subject matter expert leading prospects toward Calabrio advantages through discovery, demonstrations and product configurations. The SE is part of the Sales team and he/she will work on opportunities in concert with the Account manager(s)

Five or more years' experience in WFO related sales engineering. Have a track record in winning WFO opportunities large and small. Must have passion driving WFO strategies; strong personality with leadership skills working in a complex matrix organization; strong presence and credibility proven at client site, remotely via virtual communications paths and internally.

CORE EXPECTATIONS

- Work cross-functionally and collaboratively with the Sales, Implementation, Channel, and Product Management teams to execute against go-to-market strategies
- Successfully position the WFO solution within each targeted account to gain customer commitment for references and referrals
- Enhance customer intimacy and provide thought leadership through dialogue with key customers
- Design and architect WFO solutions based on customer requirements.
- Leverage demonstration tools to articulate the value of the product and suite
- Create the required documentation (Design Documents, SOWs etc.)
- This role may require up to 65% travel
- Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Workforce Management background highly desirable
- Excellent track record of meeting and exceeding aggressive sales goals consistently
- Demonstrated ability to influence at multiple levels with an account
- Demonstrated ability to present clear and succinct business cases and recommendations to all key decision makers
- Demonstrated ability to deliver presentations in public and internal settings
- Excellent analytical and project management skills
- Strong interpersonal skills and ability to drive collaboration and influence change

- Outstanding ability to communicate a compelling vision that inspires others to engage
- Strategic and creative thinker who will build innovative solutions to grow and develop new business within existing and new areas
- Thrives in an extremely fast-paced, dynamic environment
- Other core competencies will be defined by your direct supervisor/manager

EXPERIENCE/EDUCATION

- Requires a minimum B.A degree in a technical discipline or equivalent and 3-5 years of sales experience in a fast-growing company
- 5+ years of industry-related sales experience

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 long periods of time

WORKING RELATIONSHIPS

- Report to a Director of Sales Engineering
- Ability to work closely with peer engineers, group leaders and other employees and departments in the company
- Direct work with customer, sales team 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 visit:
<https://home.eease.adp.com/recruit/?id=15167891>

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights that 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).

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