

Sales Engineer

POSITION SUMMARY

The Sales Engineer (SE) is a technical sales person who will develop and execute sales projects focused on improving the Omni-channel customer engagement model through Workforce Optimization, WFO and Analytics, together 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, Analytics and/or telephony related sales engineering. Have a track record in winning both small and large opportunities. Must have passion for driving customer contact strategies and be able to communicate that vision to our prospects, customers and internally in an engaging, open way becoming a trusted advisor. Fluent in both face to face and virtual communications with all sizes of groups.

CORE EXPECTATIONS

- Work cross-functionally and collaboratively with the Sales, Implementation, Channel, Product Management and Marketing teams to execute against revenue goals
- Successfully position the WFO and Analytics solutions within each targeted account to gain customer commitment for purchase and ongoing 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

- Enterprise telephony and contact center technologies particularly with Cisco and/or Avaya systems.
- Call recording, Quality Management, Workforce Management and Analytics experience
- Ability to deliver compelling targeted product demonstrations clearly highlighting the product benefits to prospects

- Desire and ability to learn new technologies and extend the boundaries of or sales tools to target specific opportunities
- Excellent track record of consistently meeting and exceeding aggressive sales goals
- Demonstrated ability to influence at multiple levels with an account
- Strong interpersonal skills and ability to drive collaboration and influence change
- Outstanding ability to communicate a compelling vision that inspires others to engage
- 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 the Director of Sales Engineering
- Ability to work closely with assigned Account Managers, peer sales engineers and other employees and departments in the company

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:
https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=155364&lang=en_US&source=CC3

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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