

## Territory Account Manager

### POSITION SUMMARY

The primary responsibility of this role is to create and execute a regional sales plan focused on Calabrio Software sales activity through direct sales. Prospect within the market, develop pipeline and close active opportunities. Support and leverage field marketing, product launches, product promotions, tele-business, and other lead or sales generating programs. Experience with both direct sales is essential.

We are looking for passionate, process driven sales professionals with the ability to lead with insight, take control of the customer conversation and evangelize the Calabrio message

### CORE EXPECTATIONS

- Responsible for the achievement of associated territory sales quotas: software and services
- Uncover, develop and lead all sales activities for the sale of Calabrio products; additional applications, renewed maintenance within existing customer base
- Continually build a strong sales pipeline of well-qualified revenue opportunities.
- Responsible for developing and maintaining strong relationships with a high level of trust with key decision makers.
- Develop and execute an account plan for each customer, including strategy, actions, timeframes, milestones and responsibilities.
- Strong in-person and virtual presentation skills
- Accurate and dependable forecasting
- Effectively manage opportunities through Salesforce.com
- Ability to accurately forecast sales activity
- Must demonstrate an ability to prospect within end user community
- Must demonstrate an ability to excel within a cross-functional team environment
- Exhibit strong strategic thinking, initiative and leadership skills

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

### CORE COMPETENCIES

- Must be able to deliver excellent presentations in person and via phone conference calls
- Strong communication skills with the ability to translate complex technical concepts into business terms and communicate business value
- Proven ability to follow process driven sales
- Outstanding oral and written communication skills
- Excellent time management, decision-making, and organization skills

- Proven ability to work effectively in a fast-paced, high-growth, rapidly-changing environment
- 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

#### **EDUCATION/EXPERIENCE**

- Requires a minimum BA degree in a technical discipline or equivalent
- Minimum 5 + yrs. of sales experience in a fast-growing high technology company

#### **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 50%

#### **WORKING RELATIONSHIPS**

- Report to the VP of Sales
- Work closely with peer sales and other employees and departments in the company
- Direct work with customers and/or 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, follow this link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobid=146143&lang=en\\_us&source=cc603834](https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobid=146143&lang=en_us&source=cc603834)

## 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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