



June 2018

Position: IT Services Client Development Representative

Our company is Leverage IT Consulting, honored as 2016 Best Places to Work by Sacramento Business Journal. We are a large regional IT management company with offices in Reno and Sacramento. We provide experience and professionalism in applying proven IT management principles, IT Best Practices, and technologies required to significantly enhance the performance of, and improve service and support for our client's IT infrastructure.

We provide a 401K plan, open book management, profit sharing, team retreats, and supportive career development. We provide professional technology careers; we do not provide a place where people clock in, clock out and collect a paycheck. We foster an environment of lifelong learning, continual advancement and professional growth.

IT Services Client Development Representative position is to represent and showcase the company's services and products.

Responsibilities include:

- Responsible for prospecting and qualifying new sale opportunities
- Prospecting will be through phone cold calling and facilitating and participating in technology education webinars
- Effectively communicate features and benefits of solutions and manage prospect expectations
- Receive requests for service and products details from prospects and provide timely responses
- Achieve and maintain a positive rapport with prospects and work to give them the best possible service
- Maintain in-depth product knowledge of the service offerings of the company
- Properly enter all sales leads and prospects into our software tools in a timely manner
- Perform sales procedures through activities and opportunities in our software tools and remain compliant with defined policies and procedures
- Work through a keep updated daily list of sales activities
- Communicate and report sales forecasts to the Sales Team
- Meet prospecting, networking, and opportunity management Activity quota's
- Follow with prospects that has been generated by the Marketing Team
- Develop proposals, quotes, and respond to RFP/RFI documents
- Work with outside sales in sales meetings
- Coordinate, calendar and prepare for outside sales meetings

- Follow up and coordinate sales meeting next steps
- Maintain in-depth product knowledge of the service offerings of the company

Additional Responsibilities include:

- Attend daily sales huddle and weekly sales meetings and ensure sales opportunities are compliant with company policy
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs
- Document internal processes and procedures related to duties and responsibilities
- Review relevant publications and online materials to remain up-to-date with current and future trends emerging in the industry.
- Responsible for entering time and expenses in ConnectWise as they occur
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University
- Enter all work as activities or service tickets in ConnectWise
- Research accounts, identify key Influencers and Decision Makers and generate interest in our services
- Maintain and expand database of prospects within assigned territory

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Inside sales experience with selling business to business services.
- Possess a track record of prospecting, qualifying, and managing customer commitment as a part of the sales process.
- Demonstrated level of success in the development of client relationships.
- Proficient with general office applications.
- Enjoy working with customers and external audiences.
- High energy and drive with good negotiation skills.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast-moving environment.
- Business to Business sales experience with selling relevant services and products

Required Experience and skills:

Educational/Vocational/Previous Experience:

- BA/BS, preferably in marketing or a related field
- Strong logic and analytical skills
- Strong verbal and written communication skills
- Strong organizational and multi-tasking skills
- Quick learner / Self motivator
- Basic knowledge of computer hardware / software
- More than 2 years of sales experience.