

## IT Services Client Development Representative

**TO APPLY for this role click here:**

<https://www.ondemandassessment.com/link/index/JP-HT2DYOZDN?source=LITC-Hiring-Team&u=167757>

Leverage IT Consulting a Best Places to Work awarded company by Sacramento Business Journal is a large regional IT management and services firm with offices in Reno and Sacramento. We provide our Clients professional IT services by applying proven IT management principles, IT Best Practices. We provide business technology solutions that significantly enhance the performance, improve support services for our Client's IT technology strategy, cyber security, business applications and infrastructure.

This position is located in Reno, Nevada.

We are an Open Book Management company where we work with the entire company to openly share the company's performance, direction and decisions that make us a best in class technology service business. We provide business success incentives, profit sharing, sales activity incentives, a 401K plan, health benefits, company celebrations, and supportive individual career development. We provide professional careers; we do not provide a place where people clock in, clock out and just collect a paycheck. We foster an environment of lifelong learning, continual advancement and professional growth. We share in the success of our company, as our company grows and becomes more successful we share in that success. We work as a high performing team, helping and compensating with each other, as needed, to make us an even stronger organization.

The IT Services Client Development Representative position represents and showcase the company's services and products through telemarketing, in bound lead generation campaign and business technology webinar management.

### **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 while coordinating our sales pipeline management processes
- 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
- Gain and maintain an in-depth product knowledge of the services offered by our 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 and keep updated daily list of sales activities
- Communicate and report sales forecasts to the company
- Meet prospecting, networking, and opportunity management Activity quota's
- Follow up with prospects that has been generated by the marketing activities
- 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

**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
- Add to procedure documents and internal processes related to duties and responsibilities
- Review relevant publications and online materials to remain up-to-date with current and future emerging industry trends
- Responsible for entering time and expenses in ConnectWise software as they occur
- Understand processes by completing assigned training materials
- Enter all work as activities or service tickets in ConnectWise in real time
- Research accounts, identify key Influencers and Decision Makers to maintain and expand database of prospects

**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
- Outstanding phone prospecting skills
- 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 client-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 business technology services and products

**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