Sales Executive
Job description

Purpose Summary

The Sales Executive is primarily responsible for selling Causeway products and services to new and existing customers within a given territory, market sector or Causeway product suite. This role is responsible for identifying and managing sales opportunities, building an in-depth understanding of client business drivers, to position how Causeway products and services can enable organisations to reduce costs and become more operationally efficient, and manage the sales process to a successful conclusion.

The key areas of responsibility for the Sales Executive include:

- Sales
- Customer Service
- Teamwork
- Knowledge

Principal Responsibilities

Sales

- To establish, implement and document account plans for identified strategic accounts
- To demonstrate the ability to show entrepreneurial drive in a given territory to generate, meet and develop new prospects that turn into sales orders, closing all opportunities in a timely manner.
- To be able to conduct own initial product and sales demonstrations, ensuring that the company's products are matched to the identified clients needs.
- To understand and influence the customers decision making process and lead the customer to positive decisions on Causeway sales proposals and manage all customer engagements to a successful conclusion.
- To demonstrate domain expertise in the AEC and/or Service & Maintenance sectors, having previously sold and worked within this market to ensure credibility and understanding of the customers business.
- To identify the resources required and opportunities to expand product usage and devise plans and strategies for selling into the territory and existing account base, to accelerate business volumes
- To prepare client proposals and provide accurate pricing ensuring that the company price calculator is used at all times.
- To provide accurate and timely business sales forecasts
- To identify marketing and product requirements and communicate well to appropriate personnel to drive the overall sales process

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Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To provide follow up with customers to ensure customer satisfaction with products and / or services provided
- To communicate courteously with internal and / or external customers by telephone, email and face to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to list to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.

- Such other duties as the management may from time to time reasonably require.

Reporting

Department: Sales

Location: Warwick

Reports to: Head of Sales (IFM)

Responsible for: N/A

Key Interfaces

Dealing with external customers. Liaising with internal departments to bring sales and queries to a satisfactory closure.

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Dimensions / Budgets

The department consists of Sales Executives who are responsible for managing account customers either from the office, from client site or working from home. Work outside of normal business hours and travel to customer sites will be required.

Knowledge, Experience and Qualifications

Degree level, diploma or equivalent education or experience. Excellent verbal and written communication skills as well as good interpersonal skills. Experience of the software industry with proven track record of significantly exceeding targets and expectations and experience of Key Account management. Proven ability in closing business to business deals within software sales, resulting in quotas of over £0.5m being achieved within a given fiscal period within the last two years. Excellent knowledge of business process software, preferably in the Facilities, Service and Maintenance management sectors. Excellent sales, negotiation and presentation skills. Demonstrable self sufficiency, sales leadership, entrepreneurial relationship and business development. Ability to co-ordinate resources to successfully encourage the customer to expand product usage. Ability to develop executive level relationships and engage with the customer to establish an understanding of their business drivers and how the Causeway software can enable them to become more efficient, increase profits and reduce overall costs.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.