

JOB DESCRIPTION

Position Inside Sales Accounts Manager	
Location:	Redwood City, California, USA
Date:	02 February 2010
Reporting To:	Title TBD
Reporting to You:	N/A
Purpose	Responsible for closing new business, managing and growing inside sales accounts in order to achieve sales targets in the North America territory.
Key Responsibility Areas:	<p>Meet or exceed your quota</p> <p>Manage opportunities from quote-to-cash, including collection.</p> <p>Forecast, target and identify winnable sales opportunities</p> <p>Manage leads, accounts, contacts and opportunities using salesforce.com.</p> <p>Submit and present proposals, and close business</p> <p>Follow our proven consultative sales process using your proven customer service or sales skills and positive upbeat personality</p> <p>Perform online prospecting for new business</p> <p>Manage online chat through Live Person</p>
Core Competencies:	<p>Desire to learn and excel</p> <p>Ability to build long term relationships</p> <p>Proven sales and account management skills</p> <p>Strong prospecting and qualifying skills</p> <p>Excellent verbal and written communications skills</p> <p>Proficient with salesforce.com (or related CRM tool)</p>
General Competencies:	<p>Business to business selling experience</p> <p>Ability to succeed in a results driven environment</p> <p>Positive attitude and solid work ethic</p>
Experience and Education:	<p>Previous sales account management experience (2 years)</p> <p>Knowledge of the messaging market (SMS, Voice, email, etc.) is a plus</p> <p>Technically adept, demonstrated ability to understand sales process, comprehensive knowledge of sales philosophies, operations and related technologies.</p> <p>Undergraduate degree</p>
Personal Characteristics:	<p>Loves to win</p> <p>Team player</p> <p>Positive attitude</p> <p>Attention to detail</p> <p>Self driven</p> <p>Good interpersonal skills</p> <p>Logical thinker (strong troubleshooting skills)</p> <p>Customer service orientated</p>

	<p>Responsible and accountable Work / perform well under pressure</p>
Special Requirements:	<p>You will be required to work a set number of hours per day in the office. Regular and on time attendance is a must. You don't necessarily get to manage your own schedule, and you need to be ready whenever your clients need you while you are at work. After hours availability if required.</p>
Note:	<p>To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and ability required, and are not intended to be an exhaustive list of all duties and responsibilities associated with this job.</p> <p>You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks.</p> <p>During a colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager. Relocation costs (if applicable) will be for own account.</p>