

INTERNAL SALES LEAD

THE OPPORTUNITY

The purpose of this position is to manage and lead an internal team that is focussed on our renewal business and our Internal Account Managers, who provide the quotes to all our partners for new and renewal business.

The individual will be a leader to the team and become the subject matter expert on our renewals process across the group as well as our Internal Sales processes relating to the engagement with our partners around product knowledge, quoting, order processing and partner administration.

The correct candidate will carry a team target for renewals across all products for the company and group.

Specific group and team SLA's will need to be implemented to ensure we are the preferred VAD for our partner network as well as our cross-group cooperation within the company.

Key Skills	<p>Renewals:</p> <ul style="list-style-type: none"> • Meet our annual renewals targets for the business • Build a view for transparency in the business across all products for the renewal business to forecast and quote on the opportunities. • Ensure all quotes are submitted on time • Implement a process to convert any trade up opportunities to new business and enter on the sales pipeline • Review renewal % rates internally • Review renewal % with VAD for each product • Conduct reviews with the vendor on renewals business if required <p>Internal Sales:</p> <ul style="list-style-type: none"> • Build a process to align staff to ensure our partner SLA is met for turnaround times on request for quotes • Understand each vendor quoting rules, templates, and exceptions • Be able to understand a diverse range of vendor products ensuring that knowledge of features and ensure our pricing is up to date. • Be the first level approver for quotes outside of normal channel discounts • Ensure understanding of our OCF process and accuracy of ordering processes and instructions • Manage agreed on SLA for quotes, follow up with partners, and assigned quotes for all team members • Review win/loss ratio for all quotes • Ensure that the CRM system is up to date with the correct quote & opportunity information to ensure accurate forecasting etc. <p>Staff management and leadership:</p> <ul style="list-style-type: none"> • Develop, manage, coach, and motivate the internal team for both new and renewal business across all supported vendors Drive the team to ensure they hit their KPI's • Arrange training sessions for the team to ensure they are up to date on Vendor products. • Taking corrective action in the event we are at risk of falling behind target. • Ensuring that our customers are getting the best from their relationship with our business to aid us in our organic growth targets and beyond. • Ensuring all in their team are maximising opportunities which come through to them and engendering a culture of pro-active sales professionals.
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	<ul style="list-style-type: none"> • Reporting on progress, concerns, and successes. • Develop and implement a resource strategy that covers all vendors with primary and secondary quoting teams • Ensure that all vendor sales training modules are up to date • Manage team member training sessions on assigned products. <ul style="list-style-type: none"> • Identify individuals for grooming into future channel or VAM roles • Be the escalation point for the team on any issue relating to quotes • Drive the team to ensure they hit their KPI's • Strong follow up and negotiation skills. • Policing and reporting to the Sales & Service Manager any malpractice/misuse/enquiries regarding deals. • Enabling the team to build and promote strong, long lasting customer relationships through true partnerships that will enable the business to develop a deep understanding of our customer needs. • Assist the Group operations Manager with reporting and managing forecasts. • To provide a high level of customer service to Major Accounts as an internal dedicated resource issuing quotations and processing purchase orders as well as completing administrative tasks as and when necessary. (i.e., Deal Registration, deliveries/logistics). • Drive attendance to Exclusive Networks event/webinars. • To be the first stage of escalation for customers and staff members. • To develop and maintain strong customer and supplier relationships that enhances and promotes the sales of Exclusive Networks portfolio.
<p>Experience and Education (Required qualifications, training, and experience)</p>	<ul style="list-style-type: none"> • Completed High School Qualification • Sales certifications • MS Office package <ul style="list-style-type: none"> • Advance Microsoft Excel • Relevant Sales / Business Degree / Diploma • Min 5 – 7 years' front line sales experience in similar products • Business Development experience • Analytical ability • Working independently • Proactive • Programmatic approach to problem-solving • Communication Skills with internal and external parties • Attention to detail • Team player
<p>Travel Requirement</p>	<ul style="list-style-type: none"> • N/A