

Overall responsibility: Ensure new customer acquisition through timely, and accurate responses to potential customers' requests for information. Responsible for achieving maximum revenue and longevity per customer through the execution of all revenue generating activities throughout the customer life cycle; including but not limited to upgrades, downgrades, add-ons, certificates and cancelations.

Key areas of responsibility:

- Handle Sales Opportunities through inbound and outbound phone calls, emails and chats
- Guide prospects through the sales process and deployment of ServInt Services
- Qualify and close all inbound opportunities
- Qualify incoming prospects to determine next steps in the sales cycle
- Address technical discussions to assist in acquiring new customers
- Make outbound calls to current customers to increase connectivity and to up-sell new products and services
- Escalate customer issues and complaints to the proper department or individual's
- Identify ways to improve process and procedures to benefit the customer experience and improve revenue

Compensation:

- Competitive Salary plus incentive compensation/bonus

Qualifications:

- **1-3 years of sales experience in the technology Industry**
- **Experience with web hosting, outsourcing or professional services a PLUS**
- **Excellent verbal communication skills in all media to include telephone, chat and email.**
- **Ability to successfully work and promote inclusiveness in small groups**
- **Excellent interpersonal and customer service skills**
- **PC spreadsheet skills including Excel**

PLEASE NO THIRD PARTIES