

DATOTEL



SALES REPRESENTATIVE

DEPARTMENT: Datotel Sales

REPORTS TO: Vice President of Sales

LOCATION: St. Louis, MO

JOB PURPOSE: The Sales Representative is responsible for identifying, qualifying, developing and closing new accounts while creating value in a way that differentiates Datotel from its competition.

Summary: Increase revenue by generating sales from new customers, identifying, qualifying, and closing opportunities. Apply consultative, solution-based selling and problem solving skills to effectively position the products and services of Datotel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Drive the growth of Datotel's revenues and gross margin across all product lines.
- Apply consultative, solution-based selling and problem solving skills to effectively position the products and services of Datotel.
- Identify, qualify, develop and close new accounts while creating value in a way that differentiates Datotel from its competition. Prospect for new business at the C-Level.
- Learn the business and its product offerings. Use consultative selling skills, problem solving and creativity to position Datotel's products and services as a benefit to its clients.
- Understand the critical aspects of Datotel's products and services and be able to communicate them intelligently to both clients and the management team.
- Represent Datotel in a professional and ethical manner at all times.
- Gather information on competitors, potential markets, prospects and customers through a variety of sources, both direct and indirect, to identify potential needs and position Datotel to meet these needs.
- Initiate contact with potential customers via email, telephone and in-person visits. Generate new sales opportunities.

- Maintain accurate and up-to-date records of calling/selling activity and account profiles. Provide reports of activities to the senior management team on a regular basis.
- Conduct presentations and prepare proposals with support from Datotel's internal resources. Play a key role in contract negotiations.
- Serve as a liaison once the sale is made to address customer inquiries and facilitate communication with the technical team. Visit periodically to identify additional client needs.
- Travel as necessary (<10%) to meet with prospects and customers. Accompany senior management on major account calls to assist in positioning the company and closing the sale.
- Recommend service enhancements to improve customer satisfaction and sales potential.

QUALIFICATIONS

Employment Pre-requisites:

- At least 5+ years of successful consultative selling, customer service and/or sales management experience. Experience in information technology, telecommunications or a related industry is highly desired.
- Must be a driven self-starter who demonstrates the ability to function independently without large support resources.
- Must have experience working with small to medium-sized businesses, and the ability to adapt to the communication styles of all levels within an organization.
- Must understand how all aspects of business affect customer perception, from the very first interaction to the last.
- Must be intuitive, picking up on subtle cues and knowing how to act in specific situations.
- Excellent listening skills, intuition and overall ability to determine the root of a problem immediately.
- Strong computer skills – must be proficient in Microsoft Office Applications including Word, Excel and PowerPoint; must be able to create presentations.

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Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Gathers and analyzes information skillfully.
- Technical Skills - Strives to continuously build knowledge and skills.
- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Communication - Speaks clearly and persuasively in positive or negative situations; Listens and seeks clarification; Demonstrates group presentation skills. Ability to write reports, business correspondence, and procedure manuals.
- Planning/Organizing – Action/ Results Oriented. Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- Team Player – both looks and provides support to the team; Takes an active part in improving the organizations abilities through team work; Helps to develop employees.
- Dependability - Follows instructions, responds to management direction; Keeps commitments.
- Initiative - Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed. Strong ability to adapt to given/changing situations. Continues to improve themselves.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

To apply for this position, please submit your resume to Jim Hayden at:

jhayden@datotel.com