



## **Inside Sales & Marketing Lead – CX Solutions**

### **Permanent Full Time**

CX Solutions, is a Privately held, Canadian multi-disciplinary company delivering Iconic Customer Experience Solutions through BPO Operations delivery, Consulting and Technology Innovation services. We are headquartered in Toronto, Ontario with a division in Sault Ste. Marie. The European division of CX Solutions, "CX Technology Solutions" is headquartered in Nis, Serbia serving Germany and the UK.

CX Solutions is experiencing growth! We are looking for a Leader of Inside Sales and Marketing based out of our Centre of Excellence in Sault Ste. Marie.

#### **Who are we looking for?**

A self-motivated extrovert who enjoys finding and developing new customers. Someone who enjoys talking to variety of stakeholders in a company whether that is the owner, buyer, gatekeeper, finance manager or anyone else in the company in order to find the key decision maker.

You will manage existing accounts and have a list of prospective accounts which undoubtedly will have some gold in them, you just have to find them. For the right individual, the financial rewards are uncapped and there is great growth potential to take on bigger accounts and projects as you show us what you can do.

#### **This is a fantastic opportunity for the right individual**

- You will be joining a dynamic, growing company that has exciting new possibilities and becoming a vital member of an open, supportive, and successful team
- You will help us to penetrate a growing territory and tap into new accounts and opportunities we have not been able to in the past
- Great learning and growth opportunity. If you have initiative, creativity, an analytical mind and open to finding cool new creative solutions, then this may be what you have been looking for

#### **Who you are?**

- You can convince a 5-year-old to eat broccoli and ask for more later
- Are somewhat of a tech geek and plan your schedule around the next Apple announcement
- Or tweet or blog about the newest gadget and why a useless feature is a must have
- You hunt with a mouse and a phone
- Know antivirus is not a flu shot
- Can learn something one second and use it to sell it the next

**Location: CX Solutions - Canadian Operations– 258 Queen St. E., Sault Ste. Marie**

## ***The Role***

- Own the accounts from inquiries to selling to customer service, the whole cycle, you own the customer relationship
- Calling out to customers, existing and new on a daily basis. If you don't like to call customers, this is not the job for you. Hot, warm and cold calls, you will experience it all in this role. Persistent and never give up attitude is what we are looking for
- Work to segment customers into retailer, B2B customer and verticals so when we have products for that segment you know who to call
- Maintain and update CRM tool and do it religiously to document contacts and opportunities as account can be cold at one time and heat up later. All your notes will prepare you for future success
- Work with different departments within the company to ensure things operate smoothly for your customers, finance, marketing, shipping etc.
- Continuously provide feedback on what is need to help capitalize on opportunities in your territory/account base
- Execute on sales and marketing strategies and provide thoughtful relevant suggestions for your customer base
- Find new opportunities and qualify through RFP's and RFI's

## ***You Have***

- 1+ years' experience in sales environment
- Must be strong communicator
- Proficient in MS office applications including: Outlook, Excel & PowerPoint
- Open attitude to learning and growing with the company
- Initiative and not one who waits for someone to tell them what to do
- Previous experience growing territories or customer account bases
- Interested and curious about technology products and how they work and what they do

## ***Qualities***

- Someone who enjoys talking to people and knows how to develop repour in a short period of time. People enjoy talking to you and will share with you all kinds of interesting information
- You know how to get a customer talking and able to ask the right questions to find where there is opportunity or where there is no opportunity
- You always go the extra mile and don't settle for the path of least resistance. You go deeper into each account and find opportunities where most average sales reps would not
- You learn quickly and can apply that knowledge to new situations on the fly
- You are self-motivated and do not need your manager following up with you on each and every task
- Organized, focused, driven, reliable, sociable and willing to learn and do what it takes

## ***Benefits***

We have a comprehensive compensation package

## ***Are you a fit?***

If you feel you are fit for this role, please submit a covering letter and resume to [recruitment@cxolutions.ca](mailto:recruitment@cxolutions.ca)

### **COVID-19 Considerations**

Based on the Ontario COVID-19 workplace safety plan recommendations, we have developed and keep current our CX Solutions COVID-19 Safety Plan for the workplace that includes the following COVID-19 precautions:

- Plastic shields at work stations
- Masks provided and required when not at work stations
- Daily COVID-19 and temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting and cleaning procedures in place

### **Equal Employment Opportunity Employer**

*CX Solutions provides equal employment opportunity for all applicants and Employees and do not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or any other characteristic protected by local law.*