

## Target Operating Model:

### **New Sales Motion, Push to contractual sales model and web usage.**

We are looking to add to our successful Salesforce and are interested in speaking to passionate and driven, sales focused individuals who can deal with existing customers and win new business.

The successful candidate will be tasked with maintaining and developing relationships with existing customers and building a new business pipeline with potential customers.

In developing your rapport with existing and potential customers over the phone you will be able to promote our comprehensive print hardware and supplies services offering.

XMA approach every customer in a consultative way, enabling us to fully understand what they require and through explaining our offering to enable the most appropriate cost-effective solution for their organisations.

## The Person:

- Activity driven, with a strong passionate focus on customer relationships and the development of new customers.
- A self-starter, quick learner and organised.
- Learning driven to stay abreast of technology and the use CRM systems to record and detail all aspects of customer contact, sales, potential opportunities and customer history.
- A commercial aspect within their skillset to understand and build opportunities within customers.
- The ability to listen, hear what the customer requires and promote the appropriate offering.
- The want to promote a culture of customer excellence, quality and improvement.

## Job Role:

### **Telesales in to a defined account base with existing customer and prospects.**

- The ability to fully understand and become knowledgeable for a defined account base.
- Collating correct contact information and building a defined prospective base on a CRM System.
- Pro- actively calling and selling on a regular basis in to a defined account and prospective customer base
- Understanding of immediate sales opportunities and being able to uncover longer term requirements of customers.
- Providing quotes on a full range of products sold by XMA and proactively following these opportunities to close deals.
- Selling contractual and subscription-based products / solutions and engaging with the group's specialist teams where appropriate to sell value services and to meet customer needs.
- Provide excellent customer service in all aspects when dealing with existing and prospective customers.